



# Ada County



## 2014 A Year in Review

March 2015

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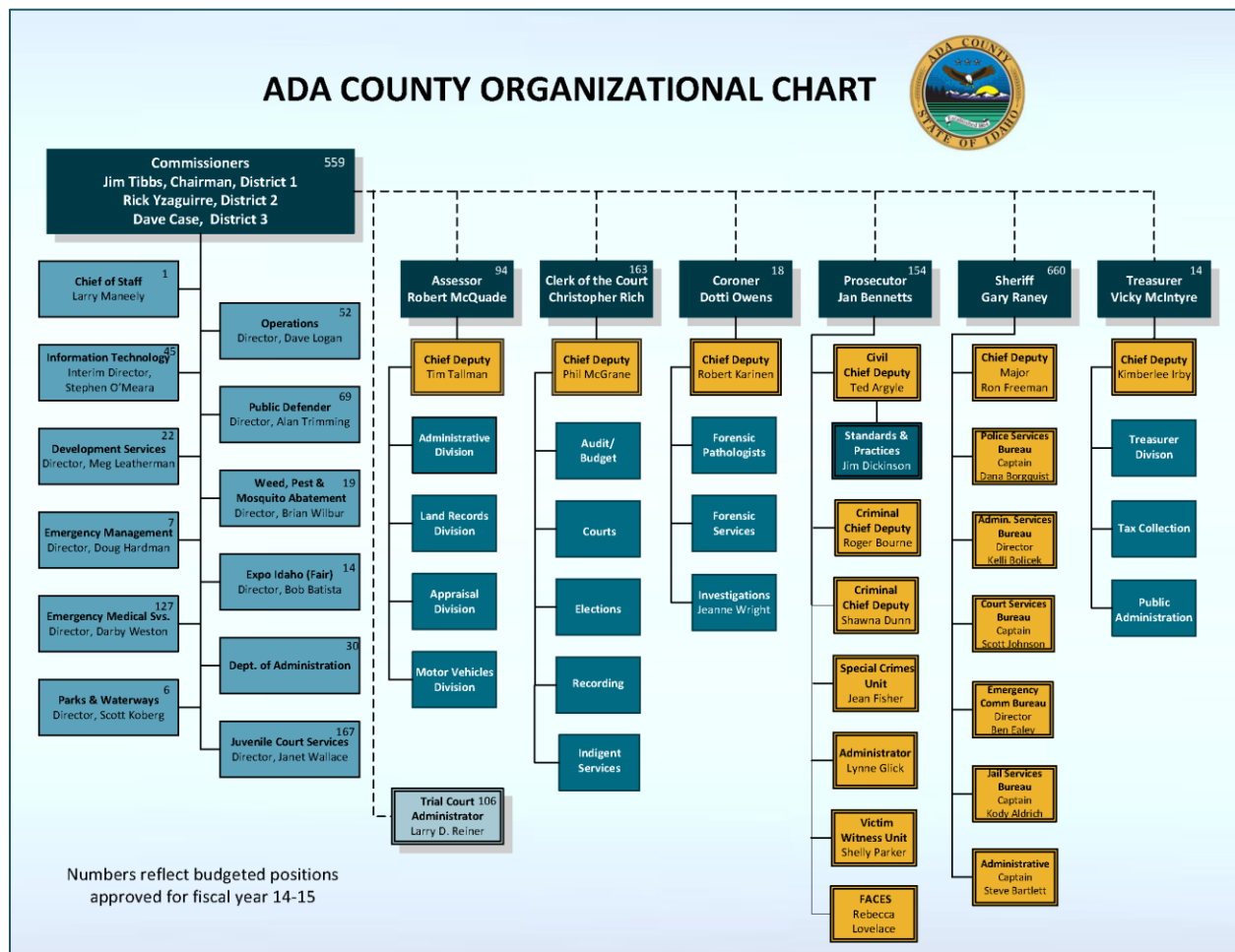
## INTRODUCTION

In 2014, nearly 422,000 people called Ada County home according to data from the Community Planning Association of Southwest Idaho. Ada County and the cities of Boise, Meridian, Garden City, Eagle, Star and Kuna, offer a fantastic quality of life, safe communities, and affordable housing.

Ada County continually works to provide effective and efficient services to county residents, which enhance our community's quality of life through open, accessible, transparent, and fiscally responsible county government.

The county is comprised of seven elected offices with nine total elected officials. The three-member Board of County Commissioners oversees the county's 11 individual departments shown on the organizational chart below. Each office and department is unique, but all aim to provide high-quality services to Ada County and its residents. This report provides a glimpse into what was accomplished in 2014 on behalf of our community.

Please visit our website at [www.adacounty.id.gov](http://www.adacounty.id.gov), and follow us on Facebook and Twitter to stay informed of the latest Ada County news.



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# **County Elected Offices**

## COMMISSIONERS' OFFICE

The Board of Ada County Commissioners adopts ordinances, reviews and approves all county budgets, and sets tax levy rates as requested by the 45 plus separate Ada County taxing districts. The Commission governs all unincorporated areas of Ada County, and makes decisions pertaining to land-use planning and development activities, often holding public hearings on such matters. Additionally, the Board of Commissioners oversees the operation of 11 individual Ada County departments, and the wide variety of services those departments deliver to county residents.



*Commissioner District 1  
Jim Tibbs*



*Commissioner District 2  
Rick Yzaguirre*



*Commissioner District 3  
Dave Case*

### **A Few Highlights**

In 2014, the Board of Commissioners and their staff processed more than 70 formal public records requests and 900 Board of Equalization (BOE) assessment and tax exemption appeals, holding 224 BOE hearings. Commissioners signed nine proclamations, and made several appointments to Ada County's Volunteer Advisory Boards. They also began planning for the future countywide conversion to a new court software system called Odyssey, which is expected to take place over the next year. This project involves a number of county offices and departments working together to ensure the transition goes smoothly.

### **Financial Matters**

This past year, Ada County Commissioners Jim Tibbs, Rick Yzaguirre and Dave Case continued to work to keep the county running smoothly and moving toward a more positive financial footing. Upon being advised in early 2014 that cash reserves had Ada County in a precarious financial position, and perhaps unable to fund daily operations as soon as fiscal year (FY) 2016,

Commissioners created a strategic planning initiative and hired an expert to oversee the planning effort. Subsequently, Commissioners formed an internal Transformation Board, and instituted a Capital Improvement Plan designed to prioritize dozens of needs across the county government spectrum. This allowed the Board to receive one list of capital improvement requests from all offices and departments, which was thoroughly evaluated so the most critical needs could be addressed on the basis of available funding and immediate need.

Additionally, in completing their balanced FY15 budget, utilizing savings accumulated over the lifespan of the Courthouse facility, Commissioners committed to budgeting for a payoff of the Courthouse bonds by August of 2015, saving taxpayers \$6 million in future bond interest.

### **Public Outreach**

Commissioners continued to develop and support outreach initiatives, programs, events and other undertakings designed to keep the public informed,

involved and well-served by their county government. This includes the very report you are reading, which was first published to citizens last year to let you know what was accomplished throughout the county on your behalf in 2013. Additionally, through the Information Technology Department, the county rolled out a new and more user-friendly website with an official dot gov domain name.

The second annual National County Government Month Open House was held in April at the Ada County Courthouse and Administration building, to provide an opportunity for the public to tour the Courthouse, view some interesting and fun displays, and find out more about county government and its various facets.

2014 put Ada County more in touch with its roots. Throughout the year, Ada County's Sesquicentennial (150<sup>th</sup> Anniversary) was observed with a number of events leading up to the anniversary celebration and new bronze plaque dedication at the Courthouse in December 2014. This plaque celebrates Ada Riggs, for whom the county was named, and is mounted outside the Courthouse for current and future generations to enjoy. Commissioners also had a chance to get involved in several community parades, held a Sesquicentennial Showcase at the Western Idaho Fair, and unveiled a historical Robert Todd Lincoln exhibit at the Courthouse which is currently on display for public viewing.

Other notable events included the second annual Fishin' with the Commission event in conjunction with Idaho Fish and Game; a successful National Community Planning Month celebration and Kids Run/Bike Duathlon contest in partnership with the Development Services Department and the Avimor planned community; a county employee holiday food drive; and a holiday toy drive in conjunction

with the Ada County Paramedics. Commissioners even participated in the Ice Bucket Challenge to help raise awareness for Amyotrophic Lateral Sclerosis (ALS).

### **Open Spaces**

The Board of Commissioners continued to work to ensure that Ada County's frequented and beloved open spaces are kept available for public use, and that critical improvements are made, such as the plan for a new flow trail bridge at the Ada County Bike Park and Recreation Area, which is scheduled for installation in 2015. Commissioners also made it an important part of how they do business to provide more opportunities for citizens to weigh-in on matters of concern to them, particularly involving land use and open spaces.

### **Supporting Healthcare**

The Commissioners continued to support outreach programs such as Ada County's Community Paramedics program, and a free Community Health Screening program with partners Idaho State University-Meridian Health Science Center, and Idaho Health and Welfare. These types of programs tangibly benefit the citizens of Ada County by providing additional and unique healthcare resources for people to turn to.

### **Talking Trash**

Ada County's Landfill is an ever-important aspect of our community's infrastructure. Several exciting things took place with regard to the landfill this past year! Through the Operations Department, phase II of the Hidden Hollow landfill cell closure was completed, permanently capping approximately 25 acres of the cell. The county also celebrated the 25<sup>th</sup> anniversary of the community Household Hazardous Waste (HHW) collection program alongside municipal and public partners, a program which keeps a significant amount of hazardous waste products from entering the

landfill. In addition, the Board of Commissioners officially began the process of having a Hydrogen Sulfide Gas Scrubber constructed at the landfill. The “scrubber” will essentially clean captured landfill gas, ultimately helping to reduce smelly landfill emissions and provide more gas for renewable energy generation. Along with that project, a new landfill odor reporting phone application was rolled out to the public, so citizens can now easily alert the county of any bothersome landfill odors, as well as specific locations where any reported odors are experienced.

Due to interest from various groups and individuals, a Solid Waste Advisory Committee was

developed in late 2014 to bring together landfill partners and stakeholders in an advisory capacity. One particular item this group will be involved in is the review of a more than year-long Waste Stream Analysis study. This study, which concluded in 2014, involved quarterly sampling and analysis of the waste deposited in the county landfill. The results of this study will be used to stimulate discussion about our community’s waste generation habits, and what that could mean for the future of landfill recycling and public outreach programs, as well as in consideration of future landfill projects.



*Boise 4<sup>th</sup> of July Parade*



*Commissioners with Ada Riggs Plaque at Ada County Courthouse  
L to R: Case, Yzaguirre, Tibbs*

## ASSESSOR'S OFFICE

The Ada County Assessor's Office is comprised of four main divisions – Administrative, Appraisal, Motor Vehicles (DMV), and Land Records. The following is a brief summary of the overall accomplishments of each division in 2014.

### Administration

The mission of the Assessor's Office Administration Division is to administer the office in a manner that assures confidence by providing timely and accurate access to information retained by the Assessor's Office. In 2014, the Administration Division received 26,578 phone calls. In administering the Property Tax Program for the State of Idaho, 3,953 Property Tax Reduction applications were processed. The Administrative staff handled nearly 13,000 Homeowners Exemption applications, and assisted in improving the Board of Equalization's process by effectively managing the flow of the taxpayers and staff. The Administrative staff also continued with their annual outreach program, going to the area senior centers to assist applicants in filling out their Property Tax Reduction applications.

### Appraisal

The Appraisal Division of the Ada County Assessor's office professionally appraises real and personal property in Ada County. This is accomplished through recognized and approved mass appraisal techniques which work to assure properties are valued uniformly and equitably across the county. This past year the Appraisal Division physically inspected over 30,000 properties and appraised over 190,000 properties within the county, totaling nearly \$40 billion. Over \$800 million was added to the New Construction Roll, including both residential and commercial properties, an increase of 65 percent over the previous year. The third annual Residential Real Estate Symposium was also successfully conducted, with plans for the fourth

well underway. And finally, the Appraisal Division implemented a new property owner survey program, in an effort to ensure data collection is as accurate as possible.



Assessor  
Robert H. McQuade

### Motor Vehicles (DMV)

The Assessor's Office Motor Vehicles Division aims to provide efficient customer service to the public when registering and titling motor vehicles (note: driver's license services are managed by the Ada County Sheriff's Office). The Motor Vehicle offices are consistently receiving praise regarding wait times; many customers moving into the state are amazed how quickly they are able to complete their transactions. One of the 100s of comments received said, *"Friendly; knew where to find answers to an unusual circumstance. Professional through and through."* The Motor Vehicles Division achieved great accuracy in 2014 with only a 0.8 percent error rate while processing motor vehicle titles. They served 284,574 total customers, and processed 719,564 total transactions. They are very proud of maintaining an average customer wait time of one minute or less, and are now focusing on reducing the maximum wait time. Motor Vehicles also helped with the introduction of four new plates: 4H plate, Purple Heart Disability plate, Purple Heart Motorcycle plate, and Purple Heart Motorcycle disability plate. The five Motor Vehicles offices sold 40,272 Park Passports in 2014!

## **Land Records**

The Land Records Division of the Ada County Assessor's Office serves two main functions – Deeds processing staff maintain property ownership records, and Geographic Information Systems (GIS) mapping staff maintain county basemap data, including a current land parcel map. This Division processed over 24,000 documents last year alone, completed 202 street name evaluations, assigned 967 new addresses (in unincorporated Ada County, Kuna, Eagle, Garden City and Star), collaborated with Boise and Meridian in the maintenance of a countywide

address database, processed 99 new subdivisions, and established 2,819 new parcels. In an effort to improve the Street Name Evaluation workflow, the Land Records Division held a focus group meeting with several developers and engineers from around the county. They walked away with some good ideas that will hopefully help the process run more efficiently.

The Land Records webpage has been updated to better serve the public. Along with a new look, the users have the ability to view the property records on their mobile devices.

## CLERK/AUDITOR/RECORDER'S OFFICE

The State of Idaho's Constitution and statutes, along with Ada County's ordinances, delegate an array of responsibilities to the county Clerk, Auditor and Recorder's Office.

### **Here is a snapshot of what the Clerk/Auditor/Recorder's Office is responsible for:**

- The Indigent Services Division meets the statutory needs of those unable to afford medical care and certain other expenditures. In FY14, the Indigent Services department and its 20 employees were transferred to the Clerk's Office.
- The Clerk's Division in the office provides clerical support for the courts to processes and maintains all case filings.
- The Auditor Division takes the lead in developing and implementing the county budget, county tax levies, and processes property tax appeals to the Idaho State Board of Tax Appeals and the District Court along with accounting and financial reporting.
- The Recorder Division is responsible for recording documents related to property, as well as keeping documents of public record such as county meeting minutes and contracts, and issuing marriage licenses.
- Running county elections and voter registration are also a part of the Clerk's Office duties.



*Clerk of the Court  
Christopher Rich*

### **Indigent Services Division**

Indigent Services takes in and investigates applications for assistance with rent, trash, taxes, cremation, both voluntary and involuntary mental health services and overwhelming medical debt. In accordance with Idaho Code, they make every effort to gather the information needed to make accurate recommendations to the Board of County Commissioners. The assistance provided is limited and temporary, but gives applicants the opportunity to pay for necessary expenses they would not otherwise be able to afford.

Indigent Services processed 2,177 applications for various types of assistance and collected approximately \$540,000 in applicant reimbursements. The division further automated the lien process through the Helion Lien Recording System, and expanded hours for receiving and processing non-medical applications making it easier for applicants to access the services they need. An update to the computer system allowed

for quick and accurate disbursement of provider refunds. The system was also reconfigured to enter applicant information once, and having it automatically flow to all associated electronic forms, saving staff time and reducing potential for error.

### **Courts Division**

The State of Idaho is preparing to implement a statewide online court records system, Odyssey, which will transform the way court files are managed on the county level. The Clerk's Office has several staff dedicated to the project to ensure the implementation goes smoothly. The system will be piloted in Twin Falls County in FY15 and is expected to be adopted by Ada County in February 2016. The Courts Division, in conjunction with the county's Strategic Planner, is coordinating the efforts of all county offices involved in the Odyssey implementation and the Supreme Court.

The Courts Division added a total of four “floating” in-court clerk positions to support the increasing work-loads that have accompanied the addition of new judges and specialty courts. The Court Assistance Office, one of the busiest legal self-help offices in Idaho, also benefited from the addition of staff to aid the public. The Court Assistance Office assisted almost 21,000 people last year.

In 2014, the Courts Division served over 145,000 customers at its front counters on the first floor of the Ada County Courthouse. Of those, 78.8 percent waited less than two minutes for service. The division also handled 73,935 phone calls and filed 90,884 cases. The Appeals Office processed 351 appeals to the Supreme Court.

### **Auditor Division**

The Auditor’s Division spent most of 2014 testing their new countywide Financial Management System, which includes modules for receipting revenue, budget and financial management/reporting. The revenue and budget modules were used exclusively in 2014, while dual entry of each financial transaction within the financial module occurred from March thru October, in order to ensure the system was fully functional. Go live was October 20, after the close of the 2014 fiscal year. The system has greatly enhanced the usefulness of the data provided to departments, as well as the Auditor’s Division, and has created many efficiencies.

The Auditor’s Division earned the Certificate of Achievement for Excellence in Financial Reporting for the 25<sup>th</sup> consecutive year, for its 2013 Comprehensive Annual Financial Report (CAFR). The Sesquicentennial edition of the CAFR was issued within two and one-half months of the close of the fiscal year, on the County’s 150<sup>th</sup> anniversary, December 22, 2014.

The county has 134 petty cash, till and change funds, and 43 checking accounts within the various county offices/departments. The division audited each account during the year, along with processing payroll for 1600+ employees every two weeks, and paying bills weekly, equating to 65,740 voucher requests for the fiscal year. They also worked with each taxing district within Ada County to set their levies in September, and distributed their property taxes monthly. Moneys received via the court system were balanced daily and distributed monthly to the proper entity (city, county department or state) based on the type of transaction (civil or criminal). Approximately 68 percent of the money collected through the court system is remitted to the State of Idaho and the cities within Ada County; the remainder is retained by the county.

### **Strategic and Long-Term Planning**

The long-term planning effort, created in 2013, has set the groundwork for a more strategic approach to budgeting for large projects and capital needs countywide. Projects are vetted through a transformation board that assesses needs and makes recommendations to county elected officials for adoption. Current projects include a new dispatch center, a jail security system and the implementation of the statewide court records platform.

### **Records Division**

The Records Division added an additional 3.3 million pages of court records to its growing archive database, digitally recorded 105,200 documents, issued 3,370 marriage licenses and over 900 alcohol licenses. In addition, the division implemented a new Land Records Recording system through Helion Software, Inc. The division participated in the contract process and imaging effort of 746,615 pages, in preparation for the coming countywide Electronic Content

Management System through ImageSoft Corporation and their OnBase product, which will be implemented in the coming year.

### **Elections Division**

The Elections Division installed an absentee ballot drop-box outside of Elections to allow for the secure and convenient deposit of absentee ballots after hours and on weekends. The 2014 Primary Election was one of the most complex elections conducted to date. A total of 444 candidates were up for election in races for federal, state and

county positions, judges and precinct committeemen. The number of races, as well as levy proposals in two districts, required numerous ballot styles across the county.

The Elections Division conducted four elections in 2014, and processed 12,240 ballots cast in the March 2014 Election, 44,149 ballots cast in the May Primary Election, 9,389 ballots cast in the August Election, and 131,038 ballots cast in the November General Election. Ada County has a total of 209,431 registered voters.

## CORONER'S OFFICE

The primary role of the county Coroner is to determine and certify the cause and manner of death for cases which fall under the jurisdiction of the Coroner's Office, including death resulting from natural causes, accidental death, homicide and suicide.

The following are just a few examples of the great things Ada County Coroner, Dotti Owens, and her dedicated staff are committed to providing the citizens of Ada County. The Coroner's Office is well set to continue the tradition of maintaining the absolute highest standards of medicolegal death investigation to the people of Ada County, while still remaining an active partner in the community in which they serve.

This past year, a new web-based program provided the Coroner's Office with the ability to communicate and connect with the 29 other counties they provide services for. This program has positively benefited the Coroner's Office and Ada County taxpayers by providing cost savings and a reduction of staff time for program maintenance.

The field of medicolegal death investigation has seen and continues to see dramatic changes. The Ada County Coroner's Office is proud to report that it has been on the forefront of those changes, and has established itself as a highly respected leader in the industry. Ada County Coroner's Office actively supports the American Board of Medicolegal Death Investigation (ABMDI), which is a voluntary national, not-for-profit, independent professional certification board, established to promote the highest standards of practice for medicolegal death investigators. Ada County's Chief Deputy, Robert Karinen, is a Board member of this organization, and also serves as a member of its Advisory Council. This registry designation requires an extensive knowledge in the field, along with experience and rigorous testing. As of January 1,

2015, 100 percent of the investigative staff had passed the American Board of Medicolegal Death Investigation National Registry.

The Coroner's Office will continue to mandate education and testing to all new investigative staff throughout the next year.

The Coroner's Office is also accredited with the International Association of Coroners and Medical Examiners. This international association is committed to advancing the accurate determination of the cause and the manner of death through the utilization of science, medicine, and the law. Another national advance that took place this last year was the receipt of a mass fatality trailer through a federal grant, which will be available to provide services throughout the State as needed. The Coroner's Office actively participates in mass fatality planning and training throughout the State of Idaho.

### **Education and Partnerships**

The Ada County Coroner's Office values community education and partnerships, with many of the Coroner's staff participating in education and outreach programs and speaking engagements in schools, to community organizations such as Mothers Against Drunk Driving (MADD), and various other professional and civic organizations. Additionally, the Coroner's Office has developed partnerships over the years with three major universities – University of Idaho, Idaho State University, and Boise State University. These



*Coroner  
Dotti Owens*

partnerships allow the professors to interplay with the Coroner's Office.

Idaho State University's Pharmaceutical College recently teamed up with Ada County Coroner's Office to do a research project on prescription drug usage involved in deaths. This study hopes to help counter the current epidemic of prescription drug usage involved in deaths. This is ongoing research that is bringing great insight into activity within Ada County regarding prescription drugs. In addition to gaining important insights, educational television public service announcements have resulted from these efforts.

The partnership between Boise State University and the Ada County Coroner's Office has proven very productive. This partnership includes an internship program in which 25 students have participated thus far. Of those, two have graduated from medical school, one has gone to nursing school, five have obtained graduate degrees, and the Coroner's Office has hired six. In addition to the internship program, the Coroner's Office has implemented a new volunteer program that they are excited to get off the ground this next year.

The Coroner's Office has also utilized Boise State's Anthropology Department in recovery efforts of skeletal cases, and partnered with the department to hold body recovery workshops. The Coroner's Office is preparing for a second annual Forensic Anthropology workshop that involves a mock search and recovery of buried skeletal remains, and is set up to receive continuing education hours from the American Board of Medicolegal Death Investigators and the Idaho Peace Officer Standards and Training (POST) Academy for Law Enforcement. The Coroner's Office is honored to have participants in this workshop from various agencies all over the country.

In partnership with the Boise School District, the Coroner's Office offers a community education program hosted by Ada County's own forensic pathologist, Doctor Glen Groben. This four-week class allows members of the public to visit the Coroner's Office and learn about what they do, and to hear lectures on forensic pathology, death and scene investigation, and forensic anthropology. This class has been consistently one of the highest rated Boise School District Community Education programs.

## PROSECUTING ATTORNEY'S OFFICE

The Office of the Ada County Prosecuting Attorney has two main divisions, Criminal and Civil. The Criminal Division handles all felonies within Ada County and is also responsible for handling a wide variety of cases, including child protection, misdemeanors, infractions, mental holds, and juvenile cases. The Civil Division is engaged in a wide spectrum of government and civil practice.

This was a historic year for the Office of the Ada County Prosecuting Attorney. On November 28, 2014, Jan M. Bennetts was sworn in as the first woman to become the Ada County Prosecuting Attorney. Ms. Bennetts took over after Greg H. Bower retired, having served in this office for nearly 40 years. As Greg was bid a fond farewell, the Prosecuting Attorney's Office looked to its bright future. "I could not be more proud to lead the team of men and women who staff this office," Bennetts said. "I am continually inspired, not only by victims and citizens who find themselves navigating the criminal justice system when crime happens, but by law enforcement officers and the people who work in this office." Prosecutor's Office teams work together to ensure the citizens of Ada County live in a safe community. Public safety is their top priority.

Bennetts promoted Shawna Dunn to serve as Criminal Chief Deputy. Ms. Dunn joined Roger Bourne who has been the Criminal Chief Deputy for 21 years. Ted Argyle is the Chief of the Civil Division. This office is staffed with 144 employees, 69 of which are deputy prosecutors, making it necessary to have two Criminal Chiefs and one Civil Chief Deputy to manage the heavy workloads.

### **Criminal Division**

The Criminal Division participates in numerous specialty courts such as drug court, veteran's court, mental health court and domestic violence court. The Prosecutor's Office, with the support of the



*Prosecuting Attorney  
Jan Bennetts*

Board of County Commissioners, founded the FACES Family Justice Center in

2006, which has been providing much needed support and services to Ada County's most vulnerable crime victims, including child abuse, adult sexual assault and domestic violence. Jean Fisher is the Chief of the Special Crimes Unit, a vertical prosecution unit where prosecutors handle child abuse, adult sexual assault, Internet crimes against children, domestic violence and child protection cases from inception to conclusion. Ms. Fisher is housed at FACES as part of this office's collaborative effort to wrap support services around crime victims.

Shelly Parker leads the Victim-Witness Unit within this Office. The Victim-Witness Coordinators are on the front lines to assist crime victims in navigating the criminal justice system. They establish immediate support to crime victims and ensure that victims are treated with dignity and respect throughout the criminal justice process and beyond.

Amy Schaeffer leads this office's Restitution Division, which collected and distributed over \$1.7 million in restitution for crime victims in 2014 alone. Sean O'Connor leads the Investigations Unit, which assists prosecutors both the Criminal and Civil Divisions in various ways from locating and interviewing witnesses to assisting prosecutors in preparing cases for court.

## **Civil Division**

The Civil Division is engaged in a wide spectrum of government and civil practice on behalf of Ada County, representing Ada County offices and departments, the Boise City/Ada County Housing Authority, and providing assistance as needed to the Idaho Association of Counties, the Fourth District Court, and the Idaho Prosecuting Attorneys Association. The Civil Deputies are responsible for everything from advising clients and preparing contracts to handling civil litigation.

In 2014, the Civil Division handled 2,159 requests for service from the multiple county offices and departments. On behalf of Ada County, deputy prosecutors in the Civil Division also successfully handled a writ of certiorari to the United States Supreme Court in collaboration with the University of Utah and University of Idaho law schools.

Within her first 60 days in office, Ms. Bennetts created a Standards and Practices Division, which provides support and training to prosecutors and law enforcement to ensure that the Prosecutor's Office continues its standard of excellence. Bennetts appointed long-time prosecutor, Jim Dickinson, to do this work. This new position is housed within the Civil Division.

## **Conclusion**

Deputy Prosecutors in both divisions work long hours and are often working on weekends and after hours to serve in a wide variety of capacities which extend well beyond the courtroom.

Some of the Criminal Deputies' many tasks include: screening cases, pretrial case preparation, trial

preparation, working with crime victims, assisting law enforcement with search warrants and arrest warrants, viewing crime scenes, attending law enforcement briefings, training law enforcement and other prosecutors at both state and national levels, fielding a multitude of questions from law enforcement officers as well as the public and media on a daily basis, handling taskforce and committee assignments, and handling post-conviction work long after defendants have been sentenced. On-call prosecutors respond to assist law enforcement after hours and on weekends with preparing search warrants, arrest warrants and fielding questions.

The deputy prosecutors who work in the Civil Division respond to calls from clients and juggle multiple responsibilities. Despite all of the duties of the criminal and civil deputies in this office, they still find time to serve their communities beyond the walls of the office.

In 2014, the Ada County Prosecuting Attorney's Office also proudly presented several service awards to employees: two employees were recognized for 10 years of service; two employees received 15-year service awards; two employees celebrated 20 years of service; one employee celebrated 25 years, and one celebrated 30 years of service. It is these experienced employees that enable Ada County and the Prosecuting Attorney's Office to save taxpayer dollars by avoiding many mistakes offices with less experience frequently make.

## SHERIFF'S OFFICE

The Ada County Sheriff's Office (ACSO) has many roles and responsibilities within Ada County's public safety and criminal justice system. From emergency dispatch to policing, traditional jail services to alternative sentencing options like work release and community service, ACSO is involved nearly every step of the way. ACSO also manages civil process service, and issues driver and concealed weapon licenses. Whether you call 911 during an emergency, get help from a deputy on patrol, or just need to renew your driver's license, ACSO is privileged to provide you distinguishable service.



*Sheriff  
Gary Raney*

### **Emergency Communications**

Idaho law mandates \$1 per month from each telephone line go toward an emergency communication fund to maintain or enhance 911 technologies. This fee brought in \$5.5 million from Ada County residents in FY14. That was pooled with savings from previous years to implement a new Computer-Aided Dispatch system and outfit a new dispatch center (coming soon!)

### **On-Body Cameras**

Technological advances in policing can have significant impacts on police use of force and investigations. One only has to consider the introduction of less-lethal devices like TASERS and advances in forensic science to see technology's positive influence. The latest equipment advancement is on-body cameras used to document deputy interactions with the public. The ACSO is the first law enforcement agency in Ada County to adopt on-body cameras, which provide the best information for investigations and training. Initial information suggests they also may improve transparency and positive interactions with members of the community.

### **Pretrial Services**

Should a person waiting for trial spend the time in jail or be allowed to continue living in the community? Idaho's current pretrial release decision primarily relies on the bond system. If an

arrestee can pay, they are released. Judges and attorneys have limited discretion on a case-by-case basis but systematically, pretrial decisions do not consider the likelihood that the individual will stay crime-free and show up for their court hearings, nor does it assess their safety risk to the community. The ACSO initiated a pretrial program to supervise criminal defendants and help manage risk in the community, with the greater goal of improving the fairness and effectiveness of Idaho's pretrial system.



### **Jail Health Services Unit**

Last year ACSO provided 35,000 clinic visits with a doctor, physician's assistant, nurse practitioner, nurse or social worker. More than 350 inmates required extensive services for pregnancy or chronic medical issues such as hypertension and diabetes. Just 12 of the highest care patients cost \$450,000 in medical expenses—66 percent of the medical costs for indigent inmates in FY14.

### **Transition Jail to Community (TJC) Initiative**

This was the final year of an assistance grant from the National Institute of Corrections and the Urban Institute to improve reentry services for individuals returning to the community from jail. The initiative has helped ACSO implement a screening and assessment process based on inmate risk and needs, target jail programs to appropriate clients, establish a modified therapeutic community in a dorm dedicated to re-entry, and improve the overall level of program delivery. This year, 260 program graduates stayed arrest-free at a 17 percent higher rate than the general jail population!

### **ACSO Employees**

ACSO couldn't make a difference without the knowledge, skills and service of employees who are committed to making our community safer. ACSO works best when employees understand where the organization is going, what is expected of them, and how to be involved in agency changes. For more than 10 years, ACSO has used an Employee Satisfaction Survey to identify and evaluate what staff think, want and suggest as ways to improve.

- 77 percent understand agency direction
- 97 percent understand their job responsibilities
- 64 percent feel involved in decision-making
- 92 percent are satisfied working for the ACSO

### **Developing ACSO Staff**

ACSO developed and implemented a weeklong training program for patrol Acting Field Commanders and jail and Court Services Corporals to develop consistency across agency field supervisors. Training included tabletop exercises on response to a jail escape, a bomb scare at the Courthouse, a disorderly individual in the public safety building lobby, and media training including a live-on camera interview, and review of HR and administration rules and regulations like FMLA and workers' compensation.

Deputy Jared Meyer trained Property and Evidence staff in the proper handling of firearms. ACSO's P&E Unit handles more than 350 firearms each year from a variety of sources. They may be acquired as part of a criminal investigation, or members of the public may want to safely get rid of guns for personal reasons.

### **Educating Future Employees**

Deputy Jim Long worked with Eagle High School teacher Misty Sterk's forensic science class to show students how important an understanding of math and science can be for professional careers – in this case, crash reconstruction.

ACSO Crime Scene Investigators Kayla Brown and Laurie Kidwell visited the Discovery Center to talk shop about forensic science with the Girls Exploring Mathematics, Engineering and Technology (GEMSET) club.

### ***Tweet Along!***

ACSO's Community Information Team tweeted live from the passenger seat of a patrol car, alongside 84 other law enforcement agencies from around the world on December 19.

## TREASURER'S OFFICE

The Ada County Treasurer's Office functions as the tax collection body for Ada County, as well as the Public Administrator to manage estates when no family or personal representatives are available. Additionally, the Treasurer makes investments on the county's behalf, managing an investment portfolio ranging in value from \$140-\$220 million dollars.

In an attempt to help Ada County residents stay better informed of key dates and Treasurer's Office activities, the office created a new Facebook page in 2013, and in 2014, continued to remain active in utilizing the page to provide pertinent information to the public. Ada County Treasurer, Vicky McIntyre, was also active in the statewide organization of the Idaho Association of County Treasurers, and was elected as the State Vice President for the organization in August 2014. Vicky will be sworn in as President in August 2015.

The Ada County Treasurer's Office continues to reduce property tax collection delinquencies. A pilot group was started in 2014 and is continuing into 2015, which has already resulted in the

creation of 'Memorandums of Agreement,' to establish payment plans to help delinquent taxpayers become current. The Treasurer's Office also continued to develop greater efficiencies by automating the tax deed process. Letters that were printed in-house are now being processed by a third-party vendor to print, stuff, and mail these critical documents, saving time and money. The office has also automated the tax deed charge process, enabling the county to recapture costs more readily.

Throughout 2014, Treasurer's Office staff remained focused on getting the "money in the bank" for greater earnings potential for Ada County taxpayers.



*Treasurer  
Vicky McIntyre*



# County Departments

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The Ada County Department of Administration is a collection of several key administrative functions of the county, and serves employees as well as the public in managing the county's human resources, administering employee benefits, risk management, procurement activities, internal and external communications, and more. The vision of the department is to be a premier internal services organization providing integrated business solutions, promoting employee and organizational development, and ensuring maximum value for each taxpayer dollar.

### **Communications**

Ada County Communications manages communications and public information related matters for the Department of Administration and the Board of Ada County Commissioners, and also assists many other departments and offices. The division works to provide timely and relevant information to county staff, departments, offices, the public and the media, regarding current issues, events and initiatives of Ada County government. This includes handling media and community relations, management of social media and electronic communications tools, development and issuance of news releases, oversight of internal communications, website development, marketing initiatives, management of special projects and events, and other related items.

#### *External Communications*

In 2014, Communications issued more than 100 news releases, media advisories, media updates, public service announcements, guest opinions, etc., to help educate the public about county programs, services, events and other important issues, and also answered hundreds of media and public inquiries providing detailed and accurate information, and coordinating dozens of media interviews and several news conferences.

As part of an effective communication strategy, the division managed a number of county webpages, social media accounts to reach out to citizens, and

conducted regular outreach to the media and public. Communications staff regularly researched and prepared information and talking points for various county officials to present or share publicly at events, radio appearances, media interviews, press conferences, and other engagements, and scheduled and coordinated many of these engagements.

Communications also designed, developed, printed, and distributed numerous marketing/promotional materials to keep the public informed about county programs, services, events, job availability, facilities, etc., including the compilation of the 2013 Ada County Year in Review Report and brochure.

#### *Internal Communications*

Communications efficiently managed the county's internal global communications process, and developed and/or issued more than 180 announcements to county staff last year, to keep them informed and updated on issues relevant to them as employees of Ada County. The division created and managed Intranet websites for the department as well as on a special-project basis. Additionally, Communications created an updated employee service award website and process for announcing employee milestone service anniversaries.

### *Special Events and Committees*

Communications staff work regularly with other offices and departments to carry out special initiatives, projects, and events, and to help determine ways to better and more efficiently and effectively communicate to employees and the public on various matters. Some examples of special projects and initiatives the division was involved in last year include:

- Led a special project committee to plan and carry out Ada County's Sesquicentennial (150<sup>th</sup> Anniversary) year celebration activities, including: development of a large multi-display Sesquicentennial Showcase exhibit at the 2014 Western Idaho Fair, the design and dedication of a 150<sup>th</sup> anniversary plaque of Ada Riggs, coordination of an anniversary celebration event and video, planning and execution of a multi-location geocaching project, participation in community parades, design and coordination of a commemorative ornament and lapel pins, and more.
- Was a lead or key participant in planning, facilitating, and/or supporting numerous county special events and projects throughout the year, including the National County Government Month Open House, Household Hazardous Waste program 25<sup>th</sup> anniversary, Lincoln Historic Exhibit Unveiling, publicity for National Community Planning Month Kids Duathlon, Fishin' with the Commission, partnered in planning Ada County holiday food and toy drives, and more.
- Took part in other committees and special initiatives, many of which are ongoing, including: A Critical Systems Communication team for a large software transition involving the county and courts, Courthouse Safety Planning Committee, free Community Health Screening partnership program communications, Digital Inclusion Summit, and also began to serve as Communications Chair for a local chapter organization.

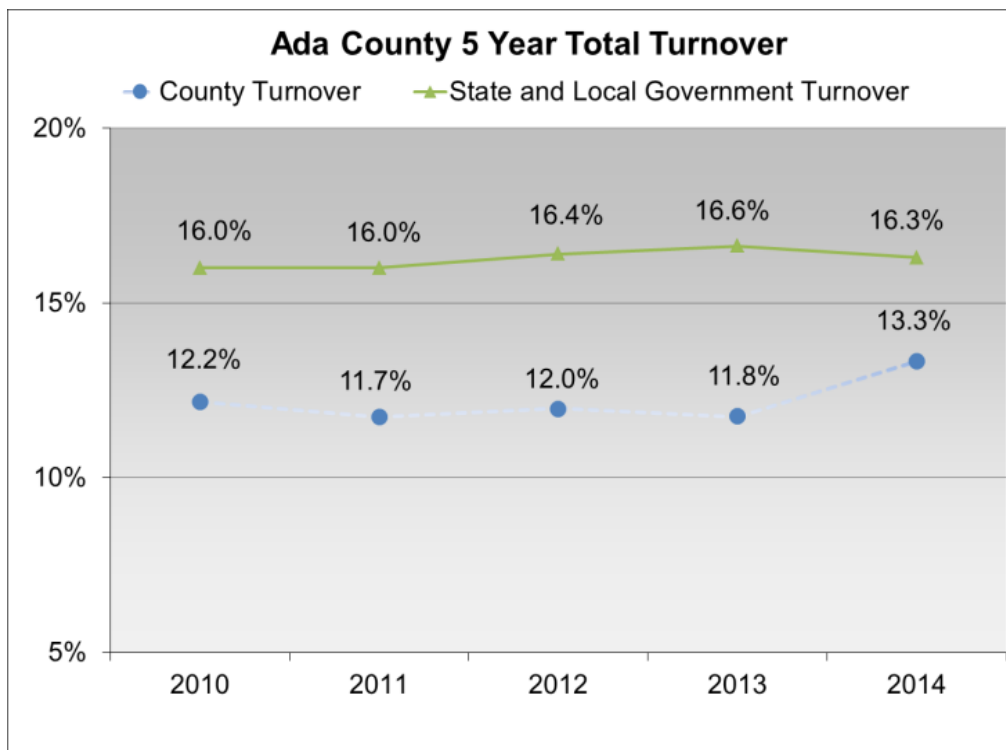
### **Human Resources**

Ada County Human Resources (HR) manages the county's overall employee recruitment, retention, onboarding, performance management, compensation, benefits, and recognition programs, in addition to providing oversight of employment legal compliance and policy development and implementation.

Over the past year, Human Resources posted 128 job openings, processed 4,909 job applications (excluding Sheriff's Office applicants), welcomed 294 new hires through New Employee Orientation (NEO), and processed 27 rehires, 123 promotions, and 154 family medical leaves. Additionally, Human Resources coordinated the selection process for hiring a new FACES Family Justice Center Executive Director.

During the year, Human Resources developed or coordinated a number of beneficial training offerings to help provide county employees with essential training in the areas of leadership, organizational culture, understanding human behavior, and maintaining a respectful workplace. Some of this training was held in partnership with Boise State University's Center for Professional Development.

In 2014, Ada County's employee turnover increased some over the previous year (see chart below). This can be attributed to a variety of factors, but is mainly the result an improvement in the job market, particularly for certain types of positions.



### *Employee Benefits*

Over the past year, the Employee Benefits team administered benefits to 3,939 covered lives (employees, spouses, and children), assisted 38 employees through the retirement process, welcomed 65 new babies on the benefits plan, and enrolled 185 new employees in benefits.

Last year, approximately 750 employees participated in a “Know Your Numbers”

preventative health screening campaign. Each employee that participated received a detailed health risk assessment explaining any risk factors they have as well as suggestions for improving their overall health. Employee Benefits hopes this is a great start to assisting county employees in becoming and staying healthy, and potentially helping to save tax dollars on future healthcare costs.

### **Procurement**

From strategically planning the procurement process to managing and executing the solicitation process, Ada County Procurement performs related services for all Ada County departments and offices. Their responsibilities include guiding individuals through the procurement process, maintaining ethical and impartial relations with vendors, and assisting with the budget process. Procurement’s ultimate goal is to “secure the maximum value for each taxpayer dollar.”

Overall in 2014, Ada County Procurement processed \$7.3 million in procurement projects for Ada County, and issued \$11.4 million in purchase orders.

Capitalizing on un-needed surplus, Procurement assisted county offices and departments on several online auctions, and was able to generate \$31,000 in auction proceeds back to the county.

## Risk Management

Risk Management is committed to implementing effective programs that are designed to minimize the county's exposure to loss, promote a healthy and safe work environment, and control costs. Risk Management also provides the county with the tools it needs to become more effective at evaluating and managing the uncertainties it faces. Risk Management is responsible for analyzing, managing, and processing claims for liability, workers' compensation, auto, property, and unemployment. Many of these services and programs are required by state or federal law. The Risk team meets the county's needs for safety, claims assistance, technical risk management, risk financing, risk control, and risk transfer solutions.

### *Workers' Compensation Savings*

- For 2014, Risk Management saved Ada County \$486,407 by actively managing claims vs. having a fully insured program with the State Insurance Fund.

### *Cross Departmental Light Duty Savings*

- Effective June 13, 2013, Risk implemented a cross-departmental Light Duty Program. This program identified light duty positions countywide to enable employees that may not have light duty work available in their own office or department to return to work in a light duty capacity in another Ada County office or department for a short-term assignment. From October 1, 2009 – September 30, 2014, Risk has saved

\$1,290,510 through the self-insurance program.

- Compared to fiscal year 2013, with Cross Departmental Light Duty program there were 16 employees that worked a combined total of 3,587 hours of light duty. Using the Idaho Industrial Commission's average state wage, this would be a cost savings of \$40,495.
- For FY14, 13 employees worked a combined total of 4,355 hours of light duty. Using the Idaho Industrial Commission's average state wage, this would be a cost savings of \$44,633.
- Risk handled over 162 claims for auto, workers compensation, tort and property claims for Ada County in fiscal year 2014.

### *Honors*

- In August of 2014, Risk Manager Kelly Paananen was re-elected to the Board of Directors of PRIMA (Public Risk Management Association) of Idaho's Chapter. This role allows the Risk team to connect with other city and county risk managers and represent Ada County as a model of a cutting edge Risk Management programs.
- Risk Management also facilitates the county's Tobacco Cessation Program and other strategies to reduce county health care costs by providing and promoting these types of resources.

## DEVELOPMENT SERVICES

Ada County Development Services plays an integral role in community development. Beyond its regulatory role with respect to land use development and construction throughout the county, Development Services helps shape the future of the Treasure Valley through regional planning initiatives related to transportation, community health, and economic development. Development Services fulfills a mandated responsibility as a local government to act on behalf of the public to protect its interests and to support its values.

### Development Services 2014 Highlights

Aside from everyday operations and duties, department staff participated in many initiatives and training opportunities, including maintaining required professional certifications in 2014.

#### Planning and Zoning

- The Planning and Zoning (P&Z) Division issued 247 applications in 2014, only seven fewer than last year.
- Over the last year, several staff played a primary role in recognizing and celebrating Ada County's Sesquicentennial and all the associated celebratory activities in

conjunction with the Historic Preservation Council. The Historic Preservation Council is supported by Development Services, through the Board of County Commissioners and volunteers.

- Associate Planner Brent Danielson earned his AICP certification from the American Institute of Certified Planners.
- As part of National Community Planning Month, P&Z staff along with several well-known sponsors, spearheaded a successful free 'Kids Duathlon' comprised of different age categories and events held at the Avimor Planned Community.



*National Community Planning Month | Kids Run-Bike Duathlon Event at Avimor  
October 18, 2014*

## **Engineering & Surveying**

- The number of plats and lots/units submitted has been increasing over the last few years, indicating continuing growth in the local economy. There were 59 plats in 2012, 98 in 2013 and in 2014 there were 116. Additionally, the number of lots/units has increased from 1,074 in 2012 to 2,843 in 2013 and a total of 3,199 in 2014.
- Dale Meyers was promoted to Associate County Surveyor, increasing the ability of Survey staff to continue providing timely review of plat submittals.
- In preparation for an update to the Floodplain Ordinance which governs development in the FEMA designated floodplain areas, staff hosted an open house where the general public and those directly impacted could ask questions and receive information.

## **Permitting**

- The Permitting Division's ability to provide excellent customer service was enhanced by the recent creation of a front desk Plans Examiner position. This has allowed clients with minor projects such as residential additions and remodels to receive permits over the counter.
- A comprehensive procedures manual was developed by Permit Division staff, and

includes all the many types of applications and processes that involve Planning and Zoning, Building, Surveying and Engineering, payments and records management.

- Development Services Permitting Division began accepting impacting fees on behalf of ACHD (Ada County Highway District). This feature had been in the making for many years. It has provided an appreciated convenience to clients, and brought the division closer to accomplishing its customer service goals.

## **Building**

- The Building Division issued a total of 1,494 permits including 353 permits for single family dwellings. Building Division staff performed 7,915 inspections.
- Building Inspector Bob Winterfeld earned his Residential Plans Examiner and his Commercial Mechanical certifications.
- Building Inspection staff innovation efforts made it possible to remotely import inspection reports and project documentation from the field into the department database, allowing instant access to the status of permitted work, helping co-workers in the office and customers.

## EMERGENCY MANAGEMENT

The Board of Ada County Commissioners is authorized and required under Idaho Code § 46-1009 to maintain a countywide disaster preparedness agency, and for that purpose, has established the Ada County Department of Emergency Management. Ada County Emergency Management (ACEM) works closely with other local, state, and federal agencies to help the community mitigate, prepare for, respond to, and recover from all technological and natural disasters and emergencies in Ada County. In 2014, ACEM assumed the responsibilities associated with Ada County's Continuity of Operations Planning (COOP) efforts. Whereas emergency management is typically a government function, continuity planning is a function of private industry and the government, aimed at providing continued essential services throughout the life of an incident.

**An overview of Emergency Management accomplishments in 2014 includes:**

### **Emergency Management Performance Grant Program Support**

- Facilitated Emergency Management Executive Council meetings and Local Emergency Planning Committee (LEPC) meetings.
- Attended Project Management class.
- Prepared for and facilitated Bureau of Homeland Security budget monitoring visit designed to ensure compliance with federal grant funding guidelines.
- Met with contractor to begin development of Emergency Operations Center (EOC) Standard Operating Procedures (SOP) and workflows.
- Attended Idaho Emergency Operations Center training held at Gown Field.
- Attended Idaho Emergency Management Agency state conference and the International Association of Emergency Managers national conference.
- Attended several Idaho Bureau of Homeland Security Emergency Management Workshops developed for the roll out of the on-line grant management system.

- Partnered with various agencies in analyzing and planning for various local emergency needs and concerns.
- Developed first iteration of Threat and Hazard Identification and Risk Assessment (THIRA) for Ada County, describing threats and hazards of highest concern throughout Ada County and associated preparedness targets.

### **Planning**

- Finalized Emergency Operations Plans for Ada County, all incorporated cities, and the Ada County Highway District.
- Developed first draft of Ada County Emergency Operations Center Standard Operating Procedures.
- Completed revisions of Ada County's Flood Response Plan and Wildfire Response Plan.
- Conducted review of Ada County Courthouse Emergency Plan.
- Created and implemented Grant Process Application guidance to assist jurisdictions in securing Homeland Security Grant funding.

## **Operations/Response**

- Completed annual authorized personnel update for Government Emergency Telecommunications Service cards.
- Transferred the Emergency Management website and pertinent information/documents to Ada County website server.
- Monitored numerous regional wildland fires and offered emergency management personnel and equipment assistance to neighboring counties.

## **Continuity of Operations (COOP) Planning**

- Reviewed Ada County COOP plans, verifying and updating information related to specific plans.
- Conducted alternate site walk-throughs.
- Managed all COOP related expenditures.
- Attended meeting with Human Resources to begin process of incorporating family preparedness information into new employee orientation training.
- Participated in Treasure Valley Business Continuity Planners meetings and Ada County Safety meetings.
- Staff participated in Professional Practices for Business Continuity (BC) Professionals course presented by the Disaster Recovery Institute and received certifications in Business Continuity Planning.

## **Public Education**

- Participated in six preparedness events with an estimated 975 contacts during those events.
- Provided brochures and delivered 21 presentations on Family Emergency Preparedness, earthquake safety, fire extinguisher training and explained the role of Emergency Management to citizens and

groups throughout Ada County, reaching 754 individuals.

- Conducted Community Emergency Response Team (CERT) training for Boise State University/Taco Bell Arena employees and as part of the Meridian Citizens' Academy; 38 adults completed the training during these two classes.
- CERT is also incorporated into the school curriculum at Meridian Medical Arts Charter High School (MMACHS). Through a partnership with the school and Meridian Fire Department, 36 students completed CERT there. MMACHS students won the top three places in the CERT competition held during the State of Idaho Health Occupations Students of America conference and one team made it into the Top 25 at the national competition.
- Monthly Preparedness Pointers were emailed to subscribers and reached 850 people each month with information on emergency preparedness and personal safety.

## **Mitigation**

- Completed the second All Hazards Mitigation Plan review; 22 partners participated in the process including the Mitigation Plan Steering Committee who convened and reviewed the update.
- Worked closely with the Boise Fire Department Wildfire Mitigation Officer and Boise State University (BSU) to develop an improved Wildland Urban Interface map; funding from multiple sources should allow for this project to begin in Spring of 2015.
- ACEM competed for and received a FEMA Pre-Disaster Mitigation Grant that will be used to conduct the required five-year All Hazards Mitigation Plan update due in 2016.

- Outreach and plans produced through the Mitigation and Public Education programs have assisted local communities in improving their rating in the Community Rating System which helps lower the costs of flood insurance to homeowners.

### **Training/Exercise**

- Assisted in the development and facilitation of a regional mass fatality tabletop exercise in coordination with Central District Health Department.
- Successfully applied for participation in the Chemical Defense Demonstration Project sponsored by the U.S. Department of Homeland Security on behalf of Taco Bell Arena at Boise State University; multi-year project entails development of response concepts of operations for high consequence chemical incidents through discussion-based exercises.
- Conducted multiple exercises in coordination with the LEPC addressing coordination among community organizations, first responders, and emergency services in support of emergency operations and business continuity.
- Scheduled, coordinated and facilitated an All-Hazards Incident Management Team

(IMT) training course and multiple Federal Emergency Management Agency (FEMA) Incident Command System (ICS) training courses in coordination with area partners.

### **Technical Support**

- Established testing procedures for communication equipment and network connectivity.
- Researched and managed installation of SmartBoard interactive whiteboard in ACEM conference room and trained staff on its usage.
- Upgraded communications capabilities by installing new radios, antennas, tuners and software in the EOC and County Command Trailer.
- Conducted a meeting with all the amateur radio groups in Ada County to define roles for each group and establish common frequencies to be used in an emergency, and coordinated monthly meetings of Ada County Auxiliary Communications Services.
- Worked with American Red Cross to program radios and develop a communications plan to allow them to communicate from shelters to locations such as the Ada County EOC.

The 240-acre Expo Idaho and Western Idaho Fairgrounds campus is a year-round special events venue which accommodates the annual 10-day Western Idaho Fair, as well as a wide variety of trade shows and other events throughout the year. Also located on the footprint are Memorial Stadium, Les Bois Park, Lady Bird Park, and the Boise Riverside RV Park.

### **Expo Idaho**

- Expo Idaho is a totally self-supporting entity. No taxpayer dollars are used for any fairground improvements, year-round building and grounds maintenance, or salaries.
- Last year, Expo Idaho obtained 94 percent of their budgeted revenue. The Boise Riverside RV Park revenue amounted to \$562,557 in 2014, a 25 percent increase over the prior year. One of the largest single day events produced at Expo Idaho was the Boise Music Festival with an estimated 80,000 people.

#### *Several new events came to Expo Idaho in 2014:*

- Comstock Sale
- Gem State Gymnastics Meet
- Idaho State FFA Conference
- Idaho Western Dance
- Jurassic Quest
- Roses and Rust Vintage Market
- Teddy Bear Classic Gymnastics Meet
- Tree City Comic Con

#### *Capital Improvements made to the facility last year include:*

- Turf Club and Parking Renovations
- RV Laundry and Shower Facilities
- Restriped Parking Lots
- Grounds - Restroom Siding

### **Western Idaho Fair**

- The Western Idaho Fair is the largest event in Idaho, and attended by 250,000+ visitors per year. Last year, the fair carnival grossed over \$1.9 million during the 10-day event and had the single largest day grossing \$305,000.
- The decision was made in 2013 to build a new grand entrance to the fair, as well as a new administration building to accommodate staff. Construction has begun; and estimated completion is June, 2015.
- Ada County hosted an informative showcase of historic displays and modern exhibits in celebration of its Sesquicentennial (150<sup>th</sup> Anniversary).
- The fair honored 10 farm families last year, and paid \$142,100 in premiums to competitive and agriculture entries.
- Food concessionaires had sales of \$1.6 million.
- The grandstand line-up had an average of 8,100 attendees per show.
- To date, the Fair's scholarship fund has paid \$75,000+.
- Additionally, the fair received two Communications Awards at the 2014 International Association of Fairs and Expositions (IAFE):
  - Best Marketing Campaign – Second Place
  - Commemorative Poster – Second Place
  - Overall Social Media Campaign – Third Place

## INFORMATION TECHNOLOGY

The Information Technology (IT) Department is responsible for the technology based systems that provide a supporting role in delivering county services to Ada County taxpayers. IT provides computing and communications infrastructure, services, support and innovation to the departments and elected offices charged with providing services to their tax paying customers. The department is also in charge of state-of-the-art network based VoIP Telephone System providing phone service to all county departments within Ada County. Some of the department's 2014 accomplishments include:

### General IT

- Project Management training, not limited to IT employees.
- Business Analysis training, not limited to IT employees.
- Created a Project Management initiative and hired two Project and Relationship Managers.
- Began R&D for GIS integration into all aspects of Development Services business processes including OnBASE document management software, internal operations Web applications, and public facing website.
- New odor reporting application for landfill.
- ESRI software conversion.

### Administration

- IT processed 2,042 SRV requests: 1,337 were for Systems/Support, 113 were for Programming requests and 592 were for purchases.
- Using their top eight technology vendors, they processed purchases amounting to \$3,133,094; by requesting special pricing saved the county an additional \$28,896.

### Geographic Information Systems (GIS)

- Brought on two new team members.
- R&D, project planning, and kickoff of first phase of complete Weed, Pest & Mosquito field data collection system overhaul.
- Routing and work order ranking application for the Pest crew.
- Ongoing development and upgrade of Election results tracker, eStreetFinder and polling place locator website.
- Provided a graphical application giving a precinct level view of election results within Ada County.

### Training

- Provided DotNetNuke (website content management) training on the new features to internal customers.
- Provided training to 819 county employees on the following classes: Adobe=8, Excel=310, Misc.=120, OTM=13, Outlook=115, PowerPoint=6, Windows=87, Word=160. Classes consist of a three-hour instructor led classes as well as a 60 minute or less coaching sessions.
- Provided self-directed training to over 270 employees using Securing the Human.

### Software Development

- Indigent Services - Lien / Release Lien processing integration with new Helion Recording Software; changes to Delinquent Promissory Notes processing.
- EMS - ESO interface to import current CAD Dispatch Data into Paramedic Case tracking system for EMS.

- Weed & Pest – Implementation of Auditor requirements for Lien processing.
- Added IT Quality Control reporting to CA Plex Pattern Standards Layer to meet external Auditor requirements.
- New Financial System (Financial, Auditor Certificates and Budgets) up and going. Written interfaces to other county applications, reports, conversion of checks to new format and line item conversion.
- RPV – Integration to new financial system for Line Item (FDVAO) and Vendor conversion, new witness payments module.
- Set up new Helion software database and user accounts, exported old recorder data and documents.
- Changes to Time Management.
- Sheriff eBoard – created an electronic of organizational chart that auto-updates daily, providing a breakdown of employees by division and hierarchy. Part of this was to also create a service that updates the employee photos to Active Directory, once a week. This process also displays employee photos in Outlook.
- Among other updates to the Jury Web Questionnaire, a Request form for the clerks to help with the Snack/Meal ordering for Jurors.
- Modified Development Application Processing Systems (DAPS) for the collection of ACHD fees for specific permits and added digital signatures to some forms.
- eCitations program for the Sheriff's office for issuing digital tickets.

### **Web Development**

- Complete redesign of the Ada County external website.
- Complete redesign of Sheriff external website site including: complete redesign of

arrest page, inmate roster and warrant applications.

- Rebuild the FACES website, allowing them to make changes to their website as they need and allowing the site to take advantage of new features including a responsive design for mobile devices.
- Moved the website for Ada County Operations website so they could make necessary changes to their website.
- Moved and redesigned Emergency Management's website providing a more modern and responsive design.
- Upgraded to the latest version of DotNetNuke, providing enhanced performance, reliability, and functionality.
- Upgraded servers and moved most external county websites to the new servers.
- Transitioned external webpages from adaweb.net to adacounty.id.gov. This helps patrons recognize the website as an official government one, with enhanced security.
- Secured websites with a Secure Socket Layer (SSL) certificate (https versus http). This allows patrons to enter information into webpages in a secure manner by encrypting it between the browser and the server.
- Reorganized current SSL structure that will allow the county to save money by consolidating a number of single SSL certificates into one wildcard certificate, with a few stand alones that have to be maintained separately.

### **Improved Server Performance**

- Set up an internally hosted media server to do video streaming for election cameras. The election cameras allow 24/7 view access of the elections office via the internet. Moving forward, this will also

allow hosting of other videos that will be available on county webpages.

- Added SQL Server automated maintenance scripts and jobs to allow the systems to be more self-maintaining and to run with fewer errors, less downtime, and higher performance.
- Improved maintenance routines, increased processors on the ITS servers. These changes have increased the server's performance

### **Systems/Infrastructure**

- Upgraded the network infrastructure at the Courthouse, Juvenile and Sheriff's Campus with new switches, UPSs and cabling.
- Migration to Exchange 2013 – to provide a more robust and resilient email environment.
- Exchange 2013 migration - In the latter part of 2014 the System Team migrated 1,806 mailboxes from Exchange 2007 in the first phase of migrations; 821 mailboxes remain for phase two.
- Implementation of new IBM v7000 SAN – Allows us to create volumes and shares that will not need to be migrated from the user view. The migration can go on behind the scenes and not affect production.
- Implementation of new Data Domain backup device – Increased backup storage capacity and speed.
- Increased the county's internet bandwidth, doubling its capacity.
- Implementation of the new WebEx server. Allows for county employees to create collaboration meetings both inside the county network and across the Web.
- Moved, rerouted and replaced the fiber cables at the fairgrounds to repair damage

and resolve connectivity problems to the landfill.

- Installed backup A/C system in the Courthouse computer room with the help of operations. Allows county to perform maintenance on the primary A/C system without risk of room overheating and shutting down computer systems.
- Upgraded phone server software to keep the systems up to date.
- Implemented new network communications at the Sheriff's substations in Eagle and Kuna to remove dependency on third party communication systems the County had no control of and increase throughput for the officers at these sites.
- Configured the new department, Billing Services, including computers, server, software, check scanning, US Bank transfers, email changes, phone call and phone call center changes.
- XMediusFAX (Desktop Fax) disaster recovery site was created to ensure the survivability of the fax server in the event of lost communication to the Courthouse and enabling the departments to continue working with faxes after a short delay.

### **Other Projects**

Two years ago, the Idaho Supreme Court made a decision to streamline Idaho's court processes and keep up with changing technology trends. To accomplish this statewide program and bring with it efficiencies to all county court systems, the Supreme Court's Technology Committee made the decision after a Request for Proposals process, to award Tyler Technologies the bid to replace Idaho's ISTARs court records management system. The specific module chosen to manage an electronic court system is Case Manager, which is part of the Odyssey family of products offered by Tyler Technologies. Additionally, both the Prosecutor

and Public Defender elected to implement Odyssey's Attorney Manager, which will replace their existing case management systems. This change will impact Ada County's everyday business. Moving from a paper-based case management approach to an electronic environment will be a shift in culture, a shift in mindset, and a shift in the way the county conducts its court-related functions.

Ada County IT has been tasked by the Board of Commissioners to work in conjunction with the newly formed Program Management Office (PMO) to support all affected offices and departments in implementing the Odyssey suite, most notably the Sheriff's Office, Clerk of the Court, Prosecuting Attorney's Office and the Public Defender. Ada County IT, as trusted advisor, will help to ensure the success of this project, together with the Idaho Supreme Court's IT advisors.

## 2014 Numbers

### *E-Mail facts:*

- 1.5 Million Messages Accepted
- 3.3 Million Messages Blocked
- 2.7 Million Questionable Messages Evaluated
- 7.5 Million Total Messages Processed
- 5,700 Virus or Malware Events Detected or Blocked at Desktop Level
- 2.13 Million - Attempts to Breach the Network in September 2014

### *Hardware Supported:*

- Desktop Fax processed in 2014 total 164,725 faxes or 636,860 pages, saving 74.9 trees
- 165 Windows Servers Supported
- 130 Terabytes of Storage Under Management
- 187 Network Switches, Routers, and Wireless Access Points
- 11 Firewalls and Other Security Devices
- 20 Database Servers
- 325 Individual Production Databases
- 2 IBM i-Series Systems
- 1,646 Workstations
- 987 Laptops
- 1,044 Printers
- 224 Scanners

Web Visitors in 2014	
Departments	Visitors
Administration	116107
Assessor	86307
Clerk/Auditor/Recorder	203520
Commissioners	40880
Coroner	8310
Development Services	40947
Emergency Management	77215
FACES	11507
Indigent Services	12,341
Juvenile Court	14440
Operations	524
Paramedics	44003
Parks and Waterways	30095
Prosecutor	30545
Public Defender	5438
Sheriff	16846708
Treasurer	59017
Weed	8478
Pest	2421
Mosquito	6938

## JUVENILE COURT SERVICES

The Ada County Juvenile Court Services (ACJCS) mission is to provide professional services that build, reinforce, and sustain skills to enhance the lives of youth and families. As mandated by the 1995 Juvenile Corrections Act, ACJCS practices a balanced approach to juvenile services. The balanced approach requires that court staff give equal consideration to methods for holding a juvenile accountable, assessing and implementing ways to ensure protection of the community, and assisting a young person to develop pro-social skills. Prevailing over this methodology is the Victim's Rights Amendment to the Idaho Constitution, which requires the court to provide equal or greater services to victims' needs for restorative justice than to offenders' court-ordered services for accountability and rehabilitation.

### Detention

- In June, the Juvenile Detention Center was audited for the first time in accordance with the federally mandated Prison Rape Elimination Act. Several years of hard work were recognized when ACJCS was notified in November they had passed the audit with 100 percent compliance, one of the first such facilities in the country to do so.
- The Detention garden which was redone with six raised beds that provided months of fresh tomatoes, melons, potatoes, corn and more for the Detention kitchen.



*Detention 2014 Summer Garden  
Commissioner Dave Case (right) with Detention Residents*

- Detention was excited to have two nationally known writers - Cheryl Strayed ("WILD, From Lost to Found on the Pacific Crest Trail") and Chris Abani ("Graceland")

speak to Detention Center residents, made possible thru "The Cabin's Writers in the Schools Program."

- Governor Butch Otter also made time to spend a morning speaking to residents.

### Community Service

- Community Service took on the task of designing the Tobacco Alcohol Program (TAP) to fill the void left by the discontinuation of Youth Court. The computer based program was built around the established Botvin classroom program, and will be run from a new computer lab. Start-up funding and a grant to hire a TAP Coordinator were made possible through the Millennium Fund.
- A new partnership with ARC was created and clients performed winter work with the Special Olympics. Community Service was also performed throughout the year in numerous places to include the wildlife preserve, Boise Parks and Recreation, trail work in the foothills, and the Veteran's Home.

### Clinical

- Clinical was excited to launch a community-based Intensive Outpatient Program, providing expert services for clients.

Clinicians received training on Solution Focused Brief “Group” Therapy and Dr. Lisa Boesky provided training on “Trauma Responsive Care.”

- The achievement of Dual Diagnosis Capability in Addiction Treatment (DDCAT) status, and passing all Audits with the highest scores, truly marked the Clinical Branch as top in the Treasure Valley.
- Victory Academy, always creative, designed and executed a kindness campaign called “Sandwich and a Smile” which produced 100 sack lunches to Corpus Christi Day Center.

### **Probation Services**

- The Probation Services Division saw a restructuring amongst the Probation Teams and supervisors took on new roles and areas of focus.
- Throughout the Division, Motivational Interviewing continues to be a critical skill set requiring regular training. This technique benefits the juvenile and community as a whole.
- Probation’s Prevention Program collaborated with four junior high/middle schools in providing group facilitation to at-risk students. They facilitated a total of 25 groups consisting of 206 individual classes reaching approximately 180 at-risk youth. Law Related Education was provided for sixth grade students in the Boise and Kuna School Districts and seventh-grade Life Skills students in the Meridian School District. A total of 120 presentations reached approximately 3,850 students.

### **Administrative**

- Clerks processed 1,949 new juvenile petitions, 1,851 involuntary mental hospitalization commitments (civil adult)

cases, issued 850 court summonses, and 114 expungements.

### **Training**

- 35 new employees and interns were welcomed into ACJCS through a New Intern New Employee (NINE) welcome program held throughout the year.
- Working with key Boise Police Department officers, ACJCS employees received training on both Gang activity in the Treasure Valley and the impact of Human Trafficking on juveniles. 55 employees completed the Human Trafficking Classes, while 24 more attended the first of two Gang classes.
- ACJCS and key Idaho Department of Health & Welfare offices conducted two successful joint trainings in May (for leaders) and September (for new employees). A total of 69 state and county employees were trained in these sessions.

### **Data Analysis**

- Along with court clerks and Budget and Finance, ACJCS completed a two-year long project of migrating all client fees and restitution data into the Idaho Supreme Court’s database, and facilitated transition of related business processes. The completion of this project positions Juvenile Court to efficiently move to a new Idaho Supreme Court database in 2016.

### **Special Events, Projects, Outreach and Awards**

- A team of 18 personnel from ACJCS, the Boise Police Department, Ada County Prosecutor, Ada County Public Defender and the Chairman of the Board of County Commissioners traveled to Albuquerque, NM to visit the Bernalillo County Juvenile Detention Alternatives Initiative Model Site.

The visit resulted in numerous ideas to consider for implementation within ACJCS.

- Chris Palmer and Kasie Curry received Idaho Juvenile Justice Administrators District Four Awards for their outstanding work. Barb Dauner, recently retired Juvenile Probation Officer, received the IJJA John Shuler Award for her career of exemplary service in the field of Juvenile Probation. Ken Jenkins received the Distinguished Toastmasters Award from Toastmasters International, their highest award for public speaking and leadership.
- ACJCS welcomed their first Planning and Projects Manager, Renee Cox. In just a few months, Renee scheduled the BSU basketball players to visit Detention, coordinated and drafted a 2015 Strategic Plan, designed a new employee Appraisal Form, and much more.
- Family Dinner Night (Third Annual, sponsored by Drug Free Idaho). Parents/guardians enjoyed dinner with their child in the Detention gym while learning more about the programs their kids participate in while in detention, as well as the importance of dining as a family.
- Hosted the 11<sup>th</sup> Annual Scales of Justice Fishing Tournament at CJ Strike Reservoir. Nearly 40 boaters and 70 volunteers ensured some 50 juveniles on good standing in Probation, from throughout southern Idaho and Oregon, enjoyed a day of fishing, followed by a BBQ.
- Welcomed 22 children of ACJCS employees on Take Your Child to Work Day to learn about ACJCS and the great work their parents do for the community.

- Hosted members of the Boise State University Basketball Team for an afternoon of mentoring and basketball with Detention residents.
- Was a finalist in The Treasure Valley's annual Scratch for Schools, sponsored by the Idaho Lottery Commission.

### Participation in Community Service Events

- Food Bank Canned Goods Drive.
- City Light Shelter for Women and Children: Adopted a family for Christmas.
- Rake Up Boise: After several weather delays, the team raked leaves at three homes.
- Book Sale: Raised money for Probation's GED Program.
- The annual Bigs N Blue Basketball Tournament, winning the Consolation Bracket.
- Kids First Cast-Cabin Fever Reliever: A family event with clinics for kids in archery, casting, fly tying and more. Dedicated to all the activities in the outdoors of Idaho with an emphasis on teaching children.



*Governor C.L. "Butch" Otter (top) Visits Juvenile Detention  
March 2014*

## OPERATIONS AND SOLID WASTE MANAGEMENT

The Ada County Operations Department is comprised of four main divisions; County Facilities, Project Management, the Ada County Landfill, and Billing Services. The divisions together have a common Mission Statement: The Operations Department ensures that new sustainable solutions, ideas and decisions are applied efficiently to the daily operation of county-owned facilities.

**County Facilities in 2014** continue to be upgraded, remodeled, and maintained. New energy efficient water boilers were purchased and installed at the Juvenile Court Services facility in Boise. Ceilings in the Ada County Jail were upgraded and improved to prevent attempted escapes. Critical backup air handling equipment was purchased and installed within the Ada County Courthouse and the Public Safety Building. The Operations staff paid utilities, maintained critical building systems, and replaced worn or damaged equipment in over 1.5 million square feet of facilities. The Benjamin Campus facilities and the Ada County Courthouse each earned Energy Star Certification Awards in 2014.

**Operations Project Managers** were instrumental in achieving the goals and objectives established for the 2014 public works projects. The first phase of the future Ada County Dispatch Center was completed on time on budget. The first phases of the Dispatch Computer Rack System Upgrade and the Jail Security System Upgrade were both successfully completed in 2014. The critical communications facility at the Harris Ranch Fire Station was also started in 2014 and is planned to be completed early in 2015.

Operations Project Managers completed three major public works at the landfill in 2014; The Hydrogen Sulfide Scrubber Project, the Hidden Hollow Partial Closer Project, the Landfill Entrance Road Rebuild Project were all completed implementing sustainable solutions to complex environmental issues.

**Billing Services** is a new division within the Operations Department for 2014. A highly skilled and efficient staff of three Billing Services Specialists is responsible for commercial and residential trash billings for unincorporated Ada County. The division became fully operational in 2014, serving approximately 15,893 residential customers and 535 commercial customers.

**The Ada County Landfill** has been busy in 2014 working to efficiently manage the county's waste disposal facilities. With the completion of three major public works projects, new operational and maintenance procedures have also been implemented. Ada County's first Waste Stream Analysis was completed and distributed to the landfill's business partners. Also new in 2014 is the creation of Ada County's Solid Waste Advisory Committee.

The landfill staff completed all of the state and federal regulatory requirements for the landfill and is in the process of upgrading the landfill's DEQ air permit.

### **Landfill Related Projects in 2014**

- Installation of a Hydrogen Sulfide scrubber system for the gas field
  - The gas extraction system at the landfill was expanded to include a hydrogen sulfide extraction system, or an H<sub>2</sub>S Scrubber. This scrubber works to extract hydrogen sulfide from landfill gas, cleaning it and

reducing the ambient smells associated with landfill gas.

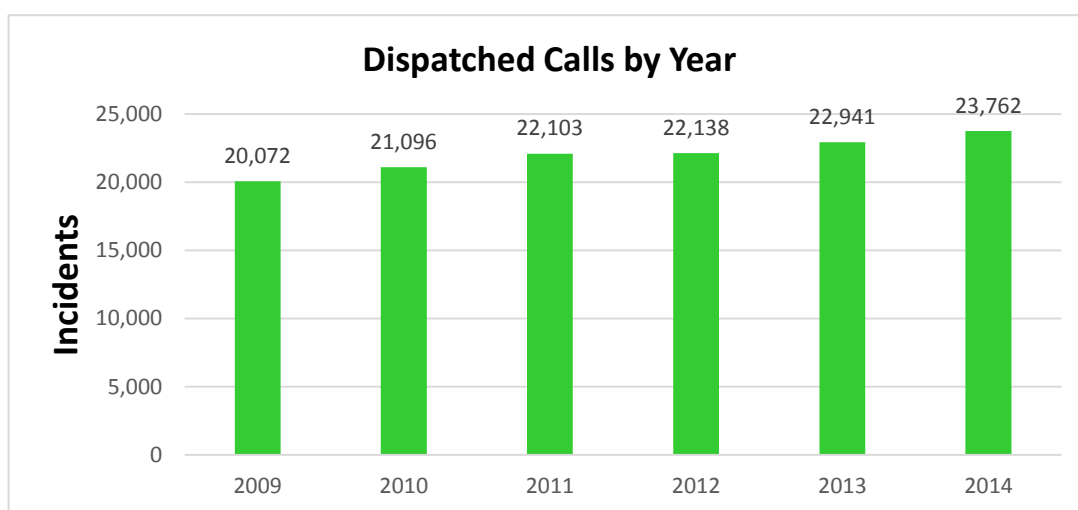
- Installed test valves for the gas extraction system, making the vertical lines independent of communal valves
  - Makes the gas collection system more efficient in how gas is pulled.
  - More horizontal collector lines were also installed into the gas field.
- Began to cap Hidden Hollow Cell to prepare for the final closure of the cell
  - The partial capping of the Hidden Hollow Cell is one in a multi-part process for the final closure of the Hidden Hollow Cell. This partial closure included adding several inches of soil to the top of the cell, which was hydro-seeded with native plant species. Hydro-Seeding is a process where seeds are sprayed in a liquid to ensure even coverage. The end result of this project is to allow the manufactured hill to blend into the foothills naturally.
- Reconstructed the landfill entrance road
  - After nearly 30 years of use, the main entrance road to the landfill was beginning to deteriorate and needed repair. This entrance was resurfaced and repaved, and concurrently received a cosmetic lift with the addition of cement planters and curbing.
- New granite identifying road sign
  - In an additional effort to cosmetically improve the landfill, a granite sign was installed just south

of the landfill entrance, featuring the new landfill logo.

- Waste Stream Analysis of the North Ravine Cell
  - Through a Waste Stream Analysis process which concluded in 2014, Ada County was able to gain a glimpse into the types of waste being deposited into the landfill, and what more might be diverted with appropriate recycling programs. The analysis consisted of four quarterly screenings, where random samples were taken from loads brought to the landfill. These loads were then analyzed for source and consistency; data which will help the county determine other possible methods of waste reduction using standard recycling practices.
- Updated Scalehouse Software
  - The Scalehouse had been using a software program that was not user-friendly for several years. In fiscal year 2014, the landfill contracted to have a program written that would provide a more user friendly interface and connect with accounting software. Total Scale was hired to write the software for the Scalehouse, providing the landfill with a program that tracks all of the necessary information for environmental reporting, accounting reporting, and provided an easier program for staff to use.

## PARAMEDICS

Ada County Paramedics (ACP) serves the residents of Ada County as healthcare providers and patient advocates. ACP has provided exceptional medical care and superior service since 1975. Their expertise and genuine concern for patients are just some of the many things that shape their philosophy – a philosophy which is based on integrity, trust, humanity, stewardship and excellence. Ada County Paramedics’ ambulances are staffed to match 911 calls by hour of the day across the county. The goal response time is nine minutes or less—which is met or exceeded over 85 percent of the time. ACP’s Mission is to provide an innovative, effective and efficient emergency medical services system, to safeguard and enhance the health and quality of life of those they serve. In 2014, there was an increase in the number of dispatched calls, to nearly 24,000 (see chart below).



*Some 2014 highlights:*

### **Ada County Paramedics Association**

The Ada County Paramedics Association is a core group of employees who manage an account with monthly funds pooled from employees’ own paychecks. The funds are used to make our community and others’ lives better—through in-kind donations, financial help, and public education and aid.

### **ALS Ice Bucket Challenge**

During 2014, the “Ice Bucket Challenge” went viral! Ada County Paramedics employees gathered with other EMS providers in downtown Boise, and poured freezing water over their heads to bring awareness to ALS.

### **Adopt a Highway**

Ada County Paramedics employees adopted Highway 21 from Lake Forest Road to the Warm Springs dam. They keep an eye on this area to ensure it remains tidy.

### **KTVB Cares**

During the annual KTVB Cares event, Ada County Paramedics employees filled an entire shopping cart to the brim with healthy food and



necessary staples that were then donated to KTVB Cares, benefitting a local food bank.

### **Annual SueB Memorial 5k Run**

Ada County Paramedics employees partnered with the Women's and Children's Alliance again this year to help bring awareness to domestic violence and celebrate healthy relationships.

### **Toy Drive**

Each December, Ada County Paramedics holds a toy drive. Once toys are collected, Ada County Paramedic employees meet at a local hospital on Christmas Eve and deliver gifts to children who are hospitalized during the holiday season. For 2014, ACP partnered with the Ada County Commissioners to take the toy drive countywide to all employees.

### **Courageous Kids Climbing**

Courageous Kids Climbing advocates for children diagnosed with special needs by inviting them to climb rock walls with some of their local EMS heroes.

### **Susan G. Komen Race for the Cure**

In 2014, a group of employees formed an Ada County Paramedics team for the annual Susan G. Komen Race for the Cure, benefitting breast cancer research.

*Ada County Paramedics continued to lead the community in its commitment to public education in 2014...*

### **Sidewalk CPR**

In 2014, Ada County Paramedics held frequent hands-only "sidewalk CPR" events that were free to the public. Hands-only CPR can be just as effective as traditional CPR which includes mouth-to-mouth breaths.

### **School Visits**

Ada County Paramedics was invited to 23 schools and/or childcare facilities in 2014. During these visits, paramedics taught children what they do, how the medical devices work, provided ambulance tours, and explained how paramedics can help if they're ever in an emergency.

### **The Beat Goes On**

In partnership with Saint Alphonsus hospital, Ada County Paramedics taught over 100 people how to potentially save someone's life with hands-only CPR. Participants were instructed on proper compression techniques while compressing to the beat of "Stayin' Alive."



*National County Government Month Open House  
Paramedics Special Operations Rappelling Demo*

### **National County Government Month**

Ada County Paramedics celebrated "National County Government Month" in April, along with the Ada County Commissioners and other Ada County departments. During this countywide event, Ada County Paramedics handed out VitalRide Ambulance Membership information, gave the public a peek inside ambulances, and demonstrated life-saving hands-only CPR. Their Special Operations Team rappelled down the Ada County Courthouse, showcasing their high-angle rope rescue skills. Their Tactical Medical Team also

displayed their equipment and answered questions about their team operation.

### **Car Seat Checks**

Ada County Paramedics offers free car seat checks to local parents or anyone who's interested in learning how to safely and properly install a seat.

### **Community Paramedics**

Ada County Community Paramedics continue to lead the Community Health Emergency Medical Services (CHEMS) initiative in Idaho. In 2014, the Community Paramedics (CPs) worked to move the program forward to improve patient outcomes, decrease overall healthcare costs, and help patients find appropriate resources post hospital discharge.



## PARKS AND WATERWAYS

The mission of Ada County Parks and Waterways is to provide diverse outdoor recreation opportunities with quality facilities and education at an affordable price, while protecting resources and natural habitats for the safe enjoyment of residents and visitors. While largely recognized for management and operation of Barber Park's 68 acres and associated amenities, Parks and Waterways is also responsible for several other popular parks, trails, open space and waterways properties throughout Ada County.

### Barber Park

During the summer of 2014 Ada County's flagship recreational park accommodated over 125,000 recreational water enthusiasts as they embarked on the iconic Boise River float from the Barber Park launch area downstream to Ann Morrison Park. Although formerly managed directly by Ada County, the raft, tube, kayak and shuttle concession is currently contracted out with Epley's Boise River Rentals. In 2014, this seasonal activity grossed \$571,205 and generated \$226,998 in revenue for Ada County.



To successfully manage this influx in visitation from late spring through early fall, the department hired 10 additional full-time seasonal staff to support the six full-time Ada County employees on site. Staff

duties included grounds and trail maintenance as well as management of the other amenities within the park including the parking kiosk, complementary air compressor stations, public restrooms, irrigation pumps, picnic shelters, trash/recycling receptacles, playground area, basketball court, and fishing pier. While summer is always the busiest time of year, Barber Park remains a hub of recreational activity and educational opportunities year-round.

### Barber Park Education and Event Center

Located in the heart of Barber Park is a beautiful 8,700 sq. ft. special events venue, with an adjoining 2,500 sq. ft. covered patio, and a total capacity of 442 persons. This scenic and convenient facility completed in 2007, was designed to blend into the surrounding natural landscape, and is known as the Barber Park Education and Event Center. Fully furnished with all the expected conveniences and available as a rentable space suitable for a variety of events (weddings, receptions, conferences, memorials, retreats, workshops, banquets, reunions, etc.), the event center is managed by the Parks and Waterways Department.

Under the leadership of a new Department Director, the event center experienced a 21 percent increase in booked event days (108, up from 89 in 2013) during the 2014 calendar year, and generated \$86,653 in revenue for Ada County. Changes in 2014 included the creation and hiring of a full-time Event Attendant, implementation of an

enhanced outreach effort, and the selection of a new exclusive alcohol vendor.

### **Ada County Bike Park**

In the spring of 2014 the Parks and Waterways Department, in cooperation with the Ada County Landfill, assumed management for the 10 miles of multi-use recreational trails and associated open space known as the Ada County Bike Park, in northwest Ada County near Eagle. Under direction from the Ada County Board of Commissioners, Parks and Waterways staff designed, purchased and installed trail markers and safety signage at over 50 locations throughout the park to enhance user experience, create clarity, and promote safety. A storage facility with a new cache of trail tools was also purchased and implemented on-site during the fall of 2014 to facilitate organization of volunteer trail maintenance efforts, and encourage community involvement. More improvements at this popular regional park are planned for 2015 including the construction of a critical bridge feature on the Flow Trail, and installation of down-rail fencing to discourage trail braiding and reduce soil erosion.



### **Boise River Greenbelt Pathway**

Every year Ada County provides and maintains public recreational access for users to over 12 miles of asphalt pathway within the Boise River corridor between Lucky Peak Dam and Eagle Road. In 2014

maintenance activities included weed control, debris and trash removal, trimming and lopping of vegetative obstructions, drainage repair, and asphalt patching of a 1.3 mile segment. An emergency repair was also completed after a canal breach eroded a portion of pathway over Memorial Day weekend. Significant pathway improvements are slated for 2015-2016 with the implementation of a \$1.33 million grant project on a 1.3 mile segment of Greenbelt just downstream from Diversion Dam.

### **Oregon Trailhead**

Public open space, trails, and education site information continues to be provided at the 25-acre Oregon Trail interpretive trailhead near the high bridge on Highway 21. In 2015, the Ada County Parks, Open Space and Trails Advisory Board will be initiating a planning process with Boise City, BLM, and private landowners to determine priorities for enhancing and protecting the site, while maintaining public access as the surrounding area is subdivided for residential development.

### **Hubbard Reservoir**

Through a lease agreement with the Idaho Department of Lands, Ada County provides open space and trails access to 377 acres at Hubbard Reservoir in southern Ada County, near Kuna. This multi-use area is popular for a variety of recreational activities and the trailhead parking area created several years ago by Ada County serves as the primary access point. In 2014, Parks and Waterways installed a new vault toilet adjacent to the parking area and also helped a young man earn his Eagle Scout honors, by leading a barbed wire fencing removal effort to enhance public safety and enjoyment on the trail network.

### **Ridge to Rivers**

As one of five public agencies recognized collectively as the Ridge to Rivers partnership, in 2014 Parks and Waterways helped to provide public recreational trail access, maintenance, and management on 150 miles of trails throughout the Boise Foothills. In addition to the financial and technical assistance contributions to Ridge to Rivers, Parks and Waterways also provided weekly trailhead maintenance at the Homestead and Old Penitentiary sites.

### **Victory Wetland**

In partnership with ACHD, Parks and Waterways continued to provide open space, trails, water quality enhancement, and educational site information at the three-acre Victory Wetland site in central Ada County. In 2014, Parks and Waterways conducted regular site maintenance for weed control and obstruction removal along the site's concrete interpretive pathway.

### **Lucky Peak Lake**

Ada County installed and maintains 100 total dock strings at 16 recreational sites at Lucky Peak, and provides a year-round courtesy dock at Turner Gulch for lake users during the winter months, when lake levels are too low to access the main load/launch ramps. Dock maintenance is ongoing and includes the repair and replacement of wooden decking with more durable and longer lasting composite decking. In 2014, through a \$28,000 Waterways Improvement Fund (WIF)

grant, Ada County designed and installed 40 new aluminum gangway transition ramps from dock to shore at sites throughout Lucky Peak Lake. This resulted in a much safer and smoother transition for the public to access day use facilities and shelters on the lake. Parks and Waterways is also partnering with the Ada County Sheriff to implement and staff a seasonal Dock Liaison program, to educate and facilitate safe loading and unloading at the primary launch ramps.

### **Snake River**

Parks and Waterways continued to support the development of the 206-mile Idaho-Oregon Snake River Water Trail, by participating in the IOSRWT Coalition to help promote recreational use and access on and along the Snake River. The southern border of Ada County includes about 22 miles of the water trail.

### **Outreach**

At the beginning of 2014, Parks and Waterways launched a new quarterly newsletter/magazine "Current" to educate, inform, engage, and inspire Ada County's recreational community. Thousands of partners and the public now receive it regularly as an electronic newsletter, in addition to the print version distributed at various locations throughout Ada County. Parks and Waterways continues to receive positive feedback from readers regarding this outreach effort, and articles from it have been picked up and published by the Idaho Statesman and Boise State Public Radio.



## PUBLIC DEFENDER

The mission of the Ada County Public Defender is to represent effectively indigent persons in serious criminal, mental health, juvenile, and abuse/neglect cases within Ada County. The court-ordered services provided by the Public Defender are extended to people who cannot afford to hire an attorney. The Public Defender's duties include arguing preliminary motions in court, conducting criminal investigations, interviewing witnesses and clients, preparing cases for trial, negotiating plea agreements, trying cases in front of juries and judges, and arguing post-trial motions. The Public Defender occasionally represents defendants in appeals and post-conviction petitions.

In 2014, the state legislature created the Public Defense Reform Interim Committee, and passed legislation that created the Public Defense Commission. The Public Defender has engaged in conversations with the newly-appointed Executive Director of the Public Defense Commission, Ian Thomson, regarding the direction of the Commission. The Public Defender is enhancing in-house record keeping in anticipation of reformed statewide Public Defender reporting requirements. Recently, the Idaho Supreme Court took steps to implement a new, paperless, statewide court management system, collectively known as Odyssey. In conjunction with the Ada County Prosecutor, the Public Defender will be implementing a new, paperless case management system under the Odyssey platform known as Attorney Manager. Ada County is scheduled to roll-out Odyssey in February 2016. Both the Prosecutor and the Public Defender are working together to ensure the implementation of Attorney Manager runs smoothly.

To ensure the transition from ISTARs to Odyssey is successful, the Public Defender helped fund a contracted business analyst to report on the current business process of various departments affected by this transition. The Public Defender is taking steps to update technology to prepare for this digital, paperless environment. The Public Defender is conducting research and engaging with

Information Technology, so that the office is equipped with state-of-the-art technology to effectively represent clients in and out of the courtroom using wireless systems. To streamline office procedures and cut-down on costs, the Public Defender has equipped the office with several digital scanners and a new, multi-function color printer/copier.

The Public Defender and the Prosecutor are engaging in discussions to address Idaho's discovery procedures. Offices are confident that these efforts will implement efficacious ways of conducting business between the offices arising from the electronic age. The Odyssey system is only one piece of this process. The exponential growth of media based information, including law enforcement body cams, has created a number of issues in the discovery process between the two offices.

The Public Defender has had computerized legal research for many years. To provide better resources to attorneys, and thereby to the clients, the Public Defender Office has upgraded to a more sophisticated platform. The Public Defender is excited with the change, and has been working closely with the provider during the transition. In addition to enhanced resources for attorney staff, it also provides new tools for investigator staff.

There are dramatic changes on the horizon that have direct implications to all county agencies associated with the courts. In addition to the hurdles and challenges, it has also provided opportunities to enhance and improve the

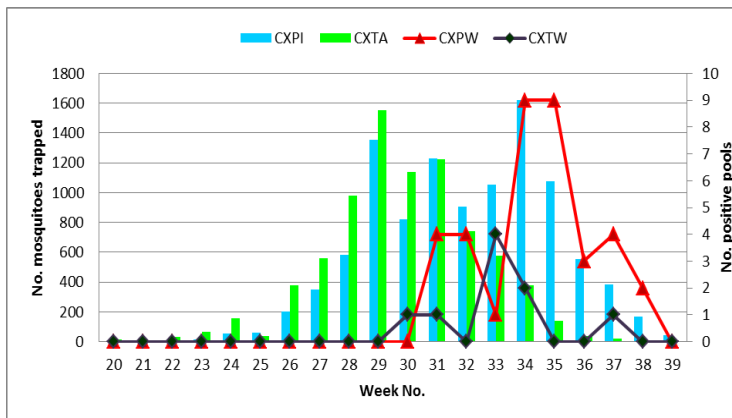
operations of these agencies. The Board of Commissioners has recognized this and has provided funding and support and encouraged an atmosphere of cooperation amongst all agencies.

## WEED, PEST, AND MOSQUITO ABATEMENT

**Ada County Weed Control** works in accordance with state and federal regulations to eliminate or control noxious weeds found within the county. A noxious weed is defined as any plant that has the potential to cause injury to public health, crops, livestock, land, or other property. **Ada County Pest Control** staff work with property owners to abate pests (such as gophers and rock chucks), and determine the best pest control methods for eligible residents having pest control problems. The **Ada County Mosquito Abatement** department (ACMAD) uses an integrated pest management plan to mitigate the impact of mosquitoes and the threat of West Nile Virus in Ada County. The ACMAD has a strong focus on education, ecologically sensitive control agents, and development site remediation (removal of mosquito development areas).

### Ada County Mosquito Abatement

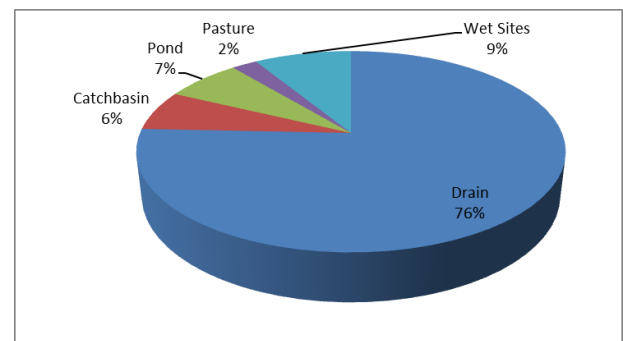
Ada County Mosquito Abatement has three distinct teams that work together to survey and manage the mosquito populations and the species that are known vectors for disease. The surveillance team sets and picks up traps nightly, and started May 13, 2014, with continued active operations through September 27, 2014. In this 20-week period, there were a total of 1,664 traps set and collected. The mosquitos are counted and sorted by species under a microscope. The *Culex pipiens* and *Culex tarsalis* species of mosquito are then tested in house for the presence of West Nile Virus (WNV). Over the season there were 34 trap locations that tested positive for West Nile Virus, for a total of 50 positive pools. In the 2014 season, there was an increase in mosquito numbers, but there was a decrease of 44 percent of West Nile Virus positive pools from 2013.



The chart above shows *Culex pipiens* (CXPI) and *Culex tarsalis* (CXTA) trapped populations over time, and number of positive pools by each species (CXPW-*Culex pipiens* WNV and CXTW-*Culex tarsalis* WNV).

### Mosquito Larvicide Control and Operations

Mosquito larvicide control consists of 11 crew members, and this year they did a total of 59,830 inspections (up 44 percent) at 15,639 site locations (up 241 percent) from 2013. A total of 886.2 acres were treated during 21,289 different treatments. The majority of new sites were storm drains that are commonly found along roadsides. Water runoff from rainfall and lawn sprinklers will collect in the bottom of the catch basin. This is the perfect



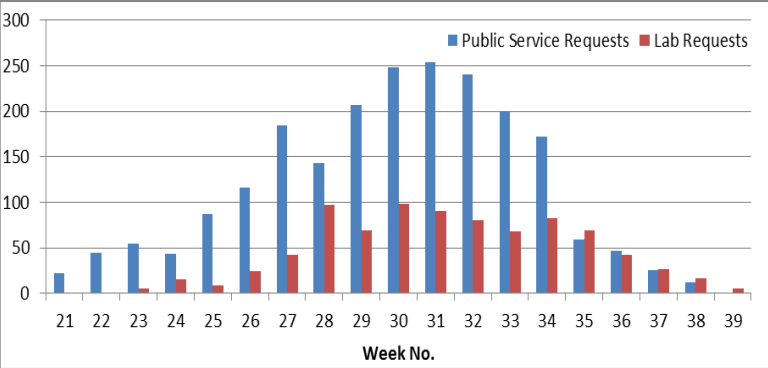
Above: Frequency of larvae found by site type in 2014

development environment for the mosquito species *Culex pipiens* larva which are potential carriers of West Nile Virus. With active mapping and treatment of storm drains, staff were able to see a distinct decrease in adult mosquito populations in problematic areas. This year they mapped, inspected, and treated as needed an additional 8,646 new drop inlet drains, and documented 996 instances of mosquito breeding sites that were eliminated by physical control (remediation). For example, a field technician will dump out water sitting in a bucket, flower pot, or

child’s toy. These are all non-reoccurring development sites that can be eliminated without the use of pesticides or biological control.

### Adult Mosquito Control Operations

With 2139.2 road miles treated in 2014, the most popular publicly requested service is for a fogging. In the 2014 season, there were a total of 3,001 work order requests for Adulticide services. The mosquito surveillance lab requested 28 percent of the total work orders. The majority of public complaints of mosquito problems were verified through trapping and either tested positive for West Nile Virus, or the trap counts confirmed excessive mosquito populations.



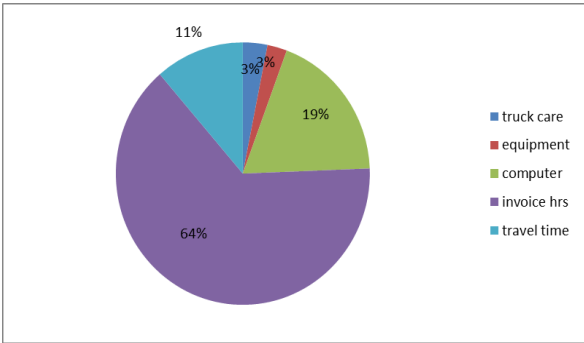
Number of Adulticide requests made by the lab and the public in 2014 by week

### Pest Control

The 2014 pest season lasted 45 weeks, starting March 3, and ending two weeks earlier than usual due to early snow on November 14. The 12 members divided among four field crews completed 2,681 work orders, and created 4,159 site visits. Each crew averaged six work orders completed per day. This year there was an increase in property owner requests for gopher traps requiring two visits to each property. The crews caught a total of 7,623 gophers in traps with a catch rate of 35 percent. This is a two-percent increase over the 2013 season. Staff treated a total of 6,406.1 acres for North American Pocket Gophers and Yellow-bellied Marmots. They continued to provide billable pest services to

nonprofit and government entities, with a total of 32 work orders completed.

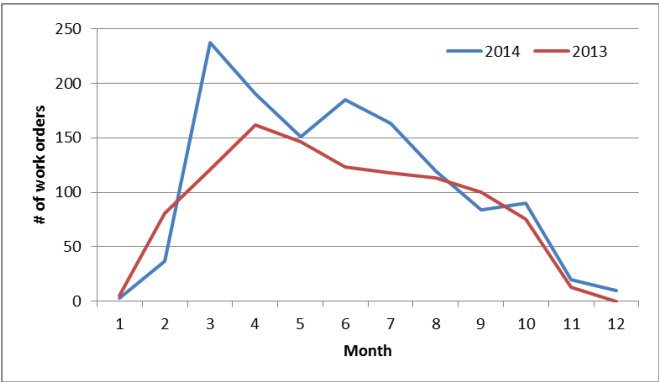
The typical Pest Crew days are filled with computer application work, field work for pest control, truck and equipment maintenance, and travel time to work order locations.



Pest Crew Activities

### Noxious Weed Control

The Noxious Weed Control is staffed by two crew leaders, who are also the Compliance Officers for Idaho’s Noxious Weed Law, and five staff members who identify, map, and assist with noxious weed reduction and control. In the 2014 season, they handled 870 work orders requested by Ada County landowners and internal staff (and this includes complaint work orders). Total acres treated were 2347.75. Compliance Officers responded to 388 public complaints of weed problems, and created 200 formal weed enforcements. Of the public complaints, 46 percent resulted in landowner compliance through spraying or mechanical



Weed Season Summary Graphs 2013 and 2014

controls like mowing. Of the enforcements, 91 were turned into work orders for Ada County Weed Control to complete, due to landowner request or no contact from the responsible party for the property. This year, Ada County completed 18 Noxious Weed Free Forage and Straw inspections, which is an increase in the number of requests from the previous four years.

### **Weed, Pest, and Mosquito Administration**

The three departments are supported by an administrative staff of seven members who provide field operations management, administrative operations management, facility management, inventory control, fuel station facilitation, accounts payable, accounts receivable, public education, and secretarial assistance. The fuel station located at Ada County's West Campus in Meridian is available

24/7 for Ada County departments to access, including the Ada County Sheriff's Office and Ada County Paramedics. In FY14, the fuel station had 2,274 pumping transactions, for a total of 21,852.56 gallons of unleaded fuel, and 10,252.54 gallons of #2 Clear diesel fuel. The Accounting department processed 5,408 accounts payable vouchers, and secretarial support added 905 new clients to the client database. Public Education had a great year, participating in the Western Idaho Fair, Meridian Dairy Days, Kuna Days, and the Eagle Fun Days parades. The Mosquito Education trailer was on site to celebrate Earth Day at the Boise Watershed, as well as several parks throughout the county. Informational booths were also set up at the Ada County Courthouse and Cabela's at various times.

## FOURTH DISTRICT COURT – TRIAL COURT ADMINISTRATION

The state of Idaho is divided into seven judicial districts, each with an Administrative District Judge who is chosen by the other district judges in the district, and a Trial Court Administrator (TCA) who is selected jointly by the Administrative District Judge and the Administrative Director of the State Courts. Thirty-four (34) judges comprise the Fourth District, which encompasses Ada County, Elmore County, Boise County, and Valley County. Twenty-seven (27) judges sit in Ada County, while the Ada County Courthouse has just 13 jury courtrooms and 24 total courtrooms to accommodate the court's needs.

The TCA oversees all program and budget responsibilities of the Fourth Judicial District Court, including Court Reporting, Problem Solving Courts, Mental Health Court, Domestic Violence Court, Family Court Services, Guardianship Monitoring, Interpreter Services, Jury Services, Marshal Services, Small Claims Mediation, and Language Access Services. The TCA is also responsible for personnel administration (117 employees), court facilities management, and technology planning and implementation. It is the administrator's role to manage court administrative functions throughout the district and to develop and carry out policies that enhance court system performance.

The TCA ensures that its 10 Ada County court departments function as a team. In addition, the TCA must work effectively with elected officials and county departments on needs arising within the Courthouse, including the County Commissioners, Clerk of the Court, Prosecutor, Public Defender, Operations, and Information Technology. The TCA

also serves as a liaison with city, state, and federal agencies as well as the media and general public.

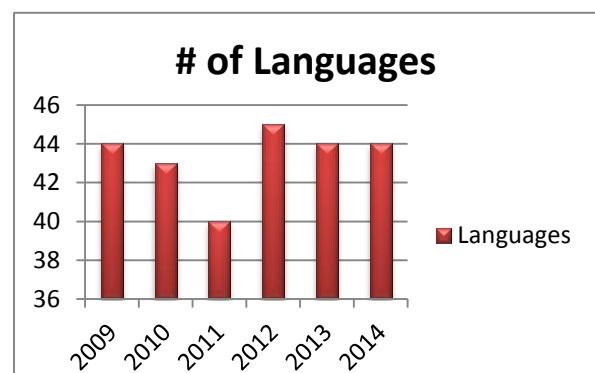
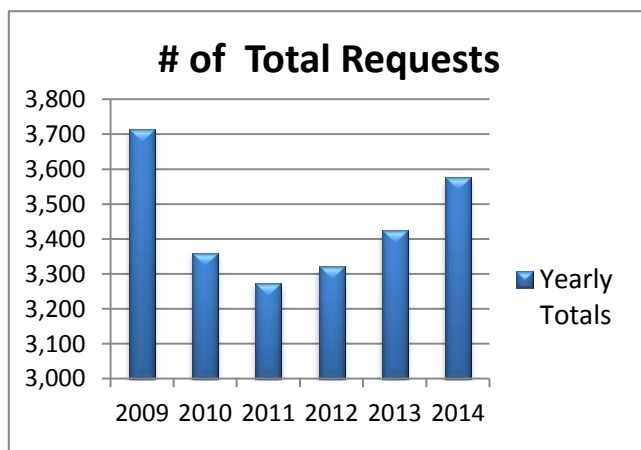
The Fourth Judicial District is committed to providing equal access to justice, promoting excellence in service, and increasing the public's trust and confidence in the Idaho courts.

### New District Judge Elected

District Judge Mike Wetherell retired on December 31, 2014, after 12 years on the district court bench. Attorney Samuel Hoagland won the election for J. Wetherell's seat, and began work on January 5, 2015.

### Language Access Services

This office is tasked with the legal responsibility of providing meaningful access to all, regardless of the language they speak or whether they are deaf or hard of hearing. During 2014, a minimum of 3,576 requests were processed. This total constituted a small increase in the overall number of events covered by interpreters. It should be noted that this total does not take into account



assistance provided at the Ada County Clerk's Office front counters as well as to other county offices.

An important aspect of the office's daily duties involves recruiting, training, hiring and compensating professional interpreters for covering different assignments.

During 2014, interpreters were needed for individuals speaking a minimum of 44 different languages, a number that has been consistent since 2009. Due to the linguistic diversity and the associated expenses, this office strives to look for ways to reduce costs. As such, it provides interpreters remotely (e.g., by telephone and video) when so appropriate. Additionally, they look for new ways to coordinate needs with other departments and agencies.

As part of a continued commitment to providing practical tools to court and county departments, this office provided ongoing training to staff relating to the use of interpreters, technology, as well as federal and state requirements the court and county must comply.

#### **Ada County Problem Solving Courts**

- Consolidated five Problem-Solving Courts under one administrative umbrella.
- Judge Norton replaced Judge Copsey on Felony Drug Court I.
- Received program funding support from the Idaho Transportation Department.
- Transferred program participant slots from the dissolving Juvenile Drug Court to the Problem-Solving Court which provided for program and service expansion.
- 2014 Problem-Solving Court Graduates: 70  
- Drug Court 1 – 27, Drug Court 2 – 27, Veteran's Court -10, Misdemeanor DUI

Court – 6, Mental Health Court – 8 during 2014; 78 since inception.

- Former Mental Health Court program Judge Michael Reardon was presented the Michael R. McLaughlin Founder's Award for his years of service with the program.

#### **Ada County Domestic Violence Court**

- On May 7, 2014 the DVC hosted the first statewide open house for Idaho courts. It was the first time other courts in Idaho had been invited to experience what this court was doing.
- June 3-4, 2014, the DVC and the Center for Court Innovation ("CCI") hosted CCI's annual open house and site visit. Participants from Missouri, Guam, Dallas County - Texas, Colorado Springs - Colorado, Brooklyn - New York, Solano County - California, Winnebago County - Illinois, Beltrami County - Minnesota, Blackhawk County - Iowa, Tulsa - Oklahoma, and Alliance of Local Service Organizations - Chicago, Illinois arrived in Boise, Idaho. Within these two days, the DVC was able to showcase its successful model that can be adapted or replicated in other jurisdictions and learned how to improve its own processes and identify gaps in its own services with discussions amongst other courts.
- KTVB Boise prepared a news segment and related article on the DVC entitled "Ada Co. Domestic Violence Court named national 'mentor court'." This piece highlights the mentor court work done by the DVC, and can be found on KTVB's and the Center for Court Innovation's webpages.
- The Court received an additional grant award in 2014, to extend the current Mentor Site Training Grant work and activities. The DVC was awarded \$105,588 to work closely with OVW and the Center

for Court Innovation to maintain best practices, serve as a resource for other court sites and assist with planning and development of the Domestic Violence Court Summit.

- The DVC was invited to present in New York City at CCI's mentor court conference along with two other nationally recognized domestic violence courts.
- The DVC was also selected to present at the 78<sup>th</sup> Annual Conference for the National Council of Juvenile and Family Court Judges in Austin, TX in July 2015.
- The National Center for State Courts (NCSC) and the court's grant administrator, created an Access database for Domestic Violence Court designed to track a wide range of important information for grant reporting.
- DVC continued work to ensure victim safety and offender accountability. There has been increased victims services work through the DVC's partnership with the Women's and Children's Alliance, Idaho Legal Aid Services and FACES Family Justice Center. DVC is collaborating with the Ada County Sheriff's Office to begin a parenting program for defendants involved in the court process to address parenting issues as the defendant goes through treatment.

*Summary DV Court Program Statistics: Six-month Snapshot - July through December 2014*

- 381 cases
- 292 offenders
- 608 review hearings
- 6 victims served

### **Guardianship Monitoring**

- Increased community outreach by partnering with Boise State University, Smart Women Smart Money, Grandparents as Parents, the Retired Senior Volunteer

Program, Volunteer Match, and the United Way. Informational literature, recruitment materials, and a revised volunteer application were created.

- Provided intervention to 93 cases involving issues such as a minor ward living in a homeless shelter, removal of minors by child protection services, seeking replacements for deceased guardians, and using nationwide news and judicial websites to locate a runaway ward who had not been seen in several years.
- Incorporated Idaho Supreme Court accounting procedures, scanning between 80-100 files per month containing at least four documents in each file. The GMP also aided the Idaho Supreme Court auditors in locating filed documents that required a secondary review by the auditors. Furthermore, the GMP assisted the Idaho Supreme Court Community and Family Justice Services in establishing monitoring programs similar to ours in Districts 3 and 5.

### **Marshal's Office**

The Chief and Sergeant were members of the county's development team for the Code Red emergency text messaging system, and updated the Courthouse Emergency Plan to include "Active Shooter" responses.

### **Ada County Celebrated National Adoption Day**

Each year, the National Adoption Day Coalition invites state judiciaries, through their Supreme Court, to participate in National Adoption Day. This is a day when many adoptions are finalized across the nation, and it attempts to raise awareness of the more than 100,000 children in foster care in the United States, waiting for permanent homes and loving families. In November, two Ada County judges finalized nine adoptions for local families on National Adoption Day.

## CONTACT US

### ELECTED OFFICES:

#### **Ada County Commissioners**

*Office Oversees 11 Departments*

Phone: 208-287-7000

#### **Ada County Assessor**

Phone: 208-287-7200

#### **Ada County Clerk**

Phone: 208-287-6900

#### **Ada County Coroner**

Phone: 208-287-5556

#### **Ada County Prosecutor**

Phone: 208-287-7700

#### **Ada County Sheriff**

Phone: 208-577-3000

#### **Ada County Treasurer**

Phone: 208-287-6800

### FOURTH DISTRICT COURT:

#### **Trial Court Administration**

Phone: 208-287-7500

### DEPARTMENTS:

#### **Department of Administration**

Phone: 208-287-7123

#### **Development Services**

Phone: 208-287-7900

#### **Emergency Management**

Phone: 208-577-4750

#### **Expo Idaho / Western Idaho Fair**

Phone: 208-287-5650

#### **Indigent Services (Clerk's Office)**

Phone: 208-287-7960

#### **Information Technology**

Phone: 208-287-7020

#### **Juvenile Court Services**

Phone: 208-577-4800

#### **Operations & Solid Waste Management**

Phone: 208-287-7100 / 577-4725 Landfill

#### **Paramedics**

Phone: 208-287-2962

#### **Parks & Waterways**

Phone: 208-577-4575

#### **Public Defender**

Phone: 208-287-7400

#### **Weed, Pest & Mosquito Abatement**

Phone: 208-577-4646



[www.adacounty.id.gov](http://www.adacounty.id.gov)

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